

BERKSHIRE TRAINING AND EMPLOYMENT PROGRAM

Job Description

Job Title: Customer Service Specialist
Department: Professional
Reports To: Manager of Program Operations
FLSA Status: Non-Exempt

Summary

The Customer Service Specialist is responsible for presenting a pleasant, professional, patient and empathic first impression of the Agency to all visitors and customers who walk through our doors. The Customer Service Specialist will work collaboratively with the Manager of Program Operations, Executive Director, Office Coordinator and program staff to ensure coordination, presentation and coverage of the reception area in addition to all other public spaces.

Essential Duties and Responsibilities include the following

- Responsible for providing timely direct customer service to all customers; whether by phone, email or in person
- Periodic monitoring of the resource room, providing assistance as needed/requested and addressing misuse by customers when necessary and seeking out assistance by safety team and/or management when needed
- Provide front desk coverage to greet all customers and ensure they are registered, and if not encourage registration and enrollment in agency programs and services
- Maintain regular contact with Supervisor to update reception area status
- Collaborate and coordinate with Supervisor, Office Coordinator, Business Services Representative and other staff in creating monthly calendar that includes all internally scheduled activities, workshops, trainings, agency and business visits
- Coordinate and schedule activities, workshops and trainings in MOSES in collaboration with Customer Services Representative
- Responsible for processing all certified mailings/correspondence
- Distribute satisfaction surveys to customers on a regular basis to determine program effectiveness and quality of services; collate data and report findings to supervisor as needed
- When requested, reporting to the office, recording a new phone message, and posting signs on the main door to the building, on the elevator door, and to the main door to the office on the 3rd floor in the event the office is closed, whether due to an emergency or otherwise
- Provide intake and registration to new customers
- Maintain customer flow between waiting room, events, and appointments, notifying appropriate personnel when issues or concerns arise
- Plan and coordinate meeting room calendar(s)
- Coordinate Agency mailings and postage requests
- Responsible for tracking and scheduling on-line workshop registrations and attendance
- Other related duties as assigned

Supervisory Responsibilities

The Customer Service Specialist has no supervisory responsibilities

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Responds promptly to customer needs; responds to requests for service and assistance
- Maintains confidentiality; listens to others without interrupting
- Exhibits objectivity and openness to others' views; puts success of team above own interests
- Includes appropriate people in decision-making process; prioritizes and plans work activities
- Approaches others in a tactful manner; treats others with respect and consideration
- Demonstrates accuracy and thoroughness; meets productivity goals; manages competing demands
- Is consistently at work and on time; ensures work responsibilities are covered when absent; follows instructions; responds to management direction
- Asks for and offers help when needed

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: A college degree preferred or high school diploma with equivalent experience in an office support capacity required; knowledge of or experience working with diverse populations

Language Skills: Bilingual Spanish/English desirable; ability to read and comprehend complex instructions; ability to write simple correspondence; ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent and to draw and interpret bar graphs

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions; ability to deal with problems involving a few concrete variables in standardized situations

Computer Skills: To perform this job successfully, an individual should have knowledge of internet, spreadsheet, and word processing software

Certificates, Licenses, Registrations: Valid driver's license and reliable vehicle are required

Physical Demands: None specified

Work Environment: None specified