

Job Title:	Customer Service Specialist
Department:	Integrated Services
Program:	Community Access
Reports To:	Community Access & Facility Manager
FLSA Status:	Non-Exempt

Caritas of Austin Values

Respect

We believe in the inherent dignity of all people, and we celebrate every person's uniqueness and contributions to our work.

Equity

We are committed to fairness and impartiality in the way we provide services and opportunities for service.

Commitment

We are resolute in our mission to build wellbeing and end homelessness for the people we serve.

Excellence

We have high standards for every aspect of our work, continuously raising the bar to provide the best experience and outcomes for everyone we serve.

Innovation

We are leaders in meeting the most pressing needs of the Austin community, continually learning and improving to affect positive change.

Position Summary

The Integrated Services Director and the Community Access & Facility Manager select the Customer Services Specialist. Duties include answering the phone and directing visitors to the appropriate department for services.

Essential Duties & Responsibilities

Referral

- Provides referral information to callers and visitors' as needed e.g. 211 Hotline.

Reception

- Receives incoming calls in a courteous and professional manner at all times in accordance with policy.
- Greets all visitors/clients in a courteous and professional manner. Refers visitors/clients to appropriate staff member or provides information as needed.
- Keeps reception area neat and orderly.
- Ensures that all persons entering building are properly signed in.
- Opens the building for business by 7:45 AM Monday-Friday.

Client Services

- Assists in maintaining and updating client/visitor resource materials.
- Complies with Caritas client services policies and procedures.

- Assists in compiling statistics for program reports.
- Screening and Assessment for Caritas clients as assigned.
- Interview & evaluation of intake.
- Coordinate and schedule intake meetings.
- Create spreadsheets & enter data into agency board reports.

Organizational Support Functions

- Maintains confidentiality regarding all client/visitor information.
- Participates in staff meetings and/or training.
- Assists Manager in contacting vendors and escorting them to the appropriate area of the building.
- Handles other duties as assigned.

Other Duties

- Develops and improve plans for professional development.
- Treats staff, clients, volunteers, and the general public with courtesy and respect.

Qualifications

EDUCATION & EXPERIENCE

High school diploma or GED and two years of experience

COMPUTER SKILLS

Computer literate

OTHER

Bilingual English/Spanish required

Dependable; with good communication skills

Competencies

Job Knowledge/Technical Knowledge: Demonstrates a sound working knowledge of current role and the technical systems, applications and equipment used in performing this role, and understands the impact this role has on other business functions within the organization

Communication: The ability to write and speak effectively using appropriate convention based on the situation; actively listens to others, asks questions to verify understanding, and uses tact and consideration when delivering feedback to others

Organization: Uses time efficiently by prioritizing and planning work activities

Integrity and Respect: Demonstrates upmost level of integrity in all instances, and shows respect towards others and towards company principles

Judgment: Demonstrates ability to make independent and sound decisions in all situations

Teamwork: Shares key information with others involved in a project or effort, works in harmony to accomplish objectives, responds with enthusiasm to directives, and shows support for departmental and organizational decisions

Quality: Sets high standards and measures of excellence to ensure quality assurance in every aspect of work performed

Accountability: Takes personal responsibility and ownership for adhering to all company policies and procedures while also completing work timely and in accordance with performance expectations

Customer Service: The ability to demonstrate a series of activities designed to enhance the level of customer satisfaction.

Interpersonal Communication: Writes and speaks effectively based on the psychological, relational, situation, environmental and cultural dynamics within the situation

Manages Change: Demonstrates effectiveness and flexibility with changing environments, responsibilities, tasks, and people

Attention to Detail: Follows detailed procedures to ensure accuracy in the entry and reporting of data.

Problem Solving: Identifies and resolves issues timely by gathering and analyzing information skillfully

Physical Demands

- Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow or slippery surface.
- Substantial movements (motion) of the wrist, hands, and/or fingers in a repetitive manner
- Uses personal computer approximately 6-7 hours per day
- Uses telephone and email to communicate with clients and other professionals, approximately 2-4 hours per day.
- Sits approximately 6-7 hours per day.
- Exerting up to 20 pounds of force occasionally to lift, carry, pull, or otherwise move objects
- Bending, stooping and reaching several times through a shift.
- Must be able to see clearly with or without corrected vision.
- Ability to drive to and from client locations, this may involve sitting for extended periods of time.
- Manual dexterity sufficient to reach/handle items and work with the fingers
- Close vision (clear vision at 20 inches or less); distance vision (clear vision at 20 feet or more); color vision (ability to identify and distinguish colors)

Work Environment

- Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation
- Moderate noise (examples: business office with computers and printers)

Work Hours/Schedule

- Regular – Normal work hours and days assigned based on a work week of 40 hours.