



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Customer Service Specialist

Reports to: Customer Service Manager

FLSA Status: Non-Exempt

Position Status: Full-time

Grade: 36

JOB SUMMARY: The Customer Service Specialist handles all customer calls to answer questions and resolve problems in the most satisfactory manner for all parties concerned. Calls are non-routine and require deviation from standard screens, scripts, and procedures. May respond to faxes and emails. Requires extensive knowledge of the organization, and/or services.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (This description reflects the major core duties and responsibility of the job; the employee is expected to perform these, and other job-related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice.)

- Creates a positive client experience by understanding and meeting client needs quickly, professionally, and accurately.
- Answers calls and responds to emails.
- Provides customers with general service information.
- Handles customer inquiries both telephonically and by email.
- Research required information using available resources.
- Be able to maintain confidentiality with shared information.
- Capable of handling issues and complaints and providing solution to the customers.
- Identifies and escalates priority issues.
- Updates existing customer information in database systems.
- Routes calls to appropriate resource if issue cannot be resolved at call center.
- Follow up customer calls where necessary.
- Documents all call information according to standard operating procedures.
- Completes call logs.

- Greets customers warmly and ascertains problem or reason for calling.
- Listens and responds appropriately to customer including the use of techniques to diffuse escalating situations.
- Utilizes computer technology to handle high call volumes.
- Compiles reports on overall customer satisfaction.
- Reviews client applications submitted on the OEL Family Portal by families seeking VPK and School Readiness Services, and accurately determines their eligibility for said services.
- Handles escalated calls requiring additional assistance.
- Tracks responses to wait list funding notifications issued.
- Monitors call volume consistently and coordinates available resources to maintain optimal level of “handled calls.”
- Assists Senior Supervisor with distribution of workload, daily schedules, and completion of special projects.

COMPETENCIES:

- Patience
- Attention to detail
- Positive Comportment
- Communication Proficiency
- Ethical Conduct
- Business Acumen
- Technical Capacity
- Team Player
- Problem Solving
- Data Entry of large amounts of information accurately and quickly

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

- This position operates in a professional office environment and remotely.
- This position will be expected to work in public venues to support ELC related events.
- This role uses commonly used applications that include Microsoft Office Suite, E- mail, and current state data systems.

PHYSICAL DEMANDS:

- While performing the duties of this position, the employee is regularly required to talk and hear. The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.

- Ability to operate a motor vehicle
- Able to sit for extended periods of time
- Regularly required to walk and reach with hands and arms
- Required corrected vision and hearing to normal range

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time non-exempt position that requires the employee to adhere to ELC's Telework Agreement.
- The work hours are typically Monday through Friday, 8:30 AM – 5:00 PM.
 - This position may work nights, weekends and holidays.
 - This position may regularly work longer hours.

REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent minimum.
- A minimum of three (3) years of proven experience in a customer service role.
- Experience in a call center or customer service environment handling high volume of calls.
- Data Entry experience.

ADDITIONAL REQUIREMENTS:

Background Checks

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Level II Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance
- Access to Reliable Transportation
- E-Verify
- High Speed Internet Access that can be maintained daily, with at least 50Mbps when working in a secure home location.

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.