



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.)

- Create a positive client experience by understanding and meeting client needs quickly, professionally, and accurately.
- Answer calls and respond to emails
- Provide customers with general service information
- Handle 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
- Identify and escalate priority issues.
- Update existing customer information in database systems
- Route calls to appropriate resource if issue cannot be resolved at call center
- Follow up customer calls where necessary
- Document all call information according to standard operating procedures
- Complete call logs
- Greet customers warmly and ascertain problem or reason for calling
- Listen and respond appropriately to customer including the use of techniques to diffuse escalating situations
- Utilize computer technology to handle high call volumes
- Compile reports on overall customer satisfaction
- Review client applications submitted on the OEL Family Portal by families seeking

VPK and School Readiness Services, and accurately determine their eligibility for said services.

- Handle escalated calls requiring additional assistance
- Track responses to wait list funding notifications issued
- Monitor call volume consistently and coordinate available resources to maintain optimal level of “handled calls.”
- Assist 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.
- 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 non-exempt full-time position.
- The office hours of work are typically Monday through Friday, 8:30 AM – 5:00 PM.
 - This position may work weekends.

REQUIRED EDUCATION AND EXPERIENCE:

- High school diploma or equivalent minimum
- A minimum of 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 – If applicable
- Access to Reliable Transportation – If applicable
- E-Verify