



## Early Learning Coalition of Broward County, Inc.

### Job Description

**Position:** Customer Service Manager

**Reports to:** Director of Provider Relations and Customer Service

**FLSA Status:** Exempt

**Position Status:** Full-Time

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**JOB SUMMARY:** The Customer Service Manager provides effective supervision and direction to the Customer Service Team in alignment with the Coalition's policies and procedures. This position requires an individual who has strong management and customer service skills, is proficient in database programs, word processing, and spreadsheet programs, can work independently, has excellent time management and organizational skills, demonstrates attention to detail and accuracy in their work and is able to handle sensitive and confidential information in a professional manner. This position serves as a customer service role model to ensure positive relationships with all employees and customers.

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**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.
- Utilize excellent communication skills and effective interviewing techniques while demonstrating warmth and empathy.
- Research required information using available resources.
- Maintain confidentiality with shared information.
- Handle escalated issues and complaints and provide options to customers.
- Maintain strong working relationships with Family Services leadership team.
- Interview and select appropriate candidates for vacant Customer Service positions.
- Conduct annual and probationary performance evaluations.
- Ensure coverage for incoming calls when ELC CS staff are unavailable.
- Coordinate and lead regular team meetings.
- Monitor staff performance regularly (review staff calls, CRM tickets, case notes, phone system reports) to ensure accuracy and productivity standards are met and maintained.

- Monitor call volume consistently and coordinate available resources to maintain optimal level of “handled calls.”
- Create and implement performance improvement plans for staff who fail to meet expectations
- Create training plans for new staff and “refresher” training

### **COMPETENCIES:**

- Organizational skills
- Problem Solving skills
- Attention to detail
- Communication Proficiency
- Interpersonal Skills
- Patience
- Collaboration and communication
- Strong writing skills

### **SUPERVISORY RESPONSIBILITIES:**

- This position supervises all Customer Service Specialists and a Customer Service Senior Supervisor.

### **WORK ENVIRONMENT:**

- This position operates in a professional office environment.
- This role uses commonly used applications that include: Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, 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.
- 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 position.
- The office hours of work are typically Monday through Friday, between the hours of 8 am - 6 pm. This position may work nights, weekends and holidays. This position may regularly work longer hours.

## **REQUIRED EDUCATION AND EXPERIENCE:**

- BA/BS degree
- 3+ years of supervisory experience in the customer service or social service field
- Demonstrated strong written and interpersonal communication skills
- Advanced Computer skills to include MS Outlook, Word, PowerPoint, and Excel.
- Experience analyzing program procedures and practices to identify barriers and impediments to achieving goals and making recommendations for improvement
- Strong organizational and effective time management and communication skills, including public speaking, listening, and writing
- Strong ability to effectively resolve and cope with immediate parent concerns/call escalations
- Proven efficacy both in an independent and team-oriented setting

## **Preferred Education and Experience**

- Experience in a child care setting
- Bilingual (English/Spanish or English/Creole)

## **ADDITIONAL REQUIREMENTS:**

### **Background Checks**

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

- Level II background check
- Drug test
- E-verify
- Valid Florida's driver license
- Educational Verification

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