



COMMUNITY ADVOCATES
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CALL CENTER REPRESENTATIVE Position Description

OVERVIEW

Under the supervision of the Call Center Manager, the Call Center Representative is focused on customer service and will primarily take incoming calls and schedule appointments.

DUTIES & RESPONSIBILITIES

Under the supervision of the Call Center Manager and as a member of the Call Center team, this temporary/seasonal position is responsible for answering phones and scheduling appointments, more specifically within the following duties:

- Answer incoming phone calls and assist customers in making appointments with staff for energy assistance applications.
- Answer all customer questions completely and satisfactorily, or refer them to the sources where they can find answers.
- Provide the highest level of attentive customer service.
- Maintain call logs, appointment logs, and accurate records.
- Prepare all necessary forms and documentation.
- Complete and submit daily reporting form to Call Center Manager.
- Cover hours, as needed, at any of the Energy Assistance offices.

QUALIFICATIONS

- High school diploma or equivalent, with courses in business administration, accounting, computer science, or social work desirable.
- Computer and internet fluency are required.
- Ability to communicate clearly orally and in writing: must be able to present information clearly and respond to questions from clients, customers, and the general public.
- Must be 95% accurate in data entry skills.
- Flexibility to work some evening or Saturday hours.
- Flexibility to work at different locations.
- Must have own vehicle and automobile insurance.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential job duties: the employee is regularly required to sit, talk on the phone, and enter data into a computer.

This is a temporary, full-time position. Pay is \$13.00 per hour.

To apply, email a resume and cover letter to jobs@communityadvocates.net with “Call Center Representative” in the subject line of the email. Deadline to apply is January 31, 2020.