

Job Description

Title: Call Center Agent (FULL-TIME)
FLSA Status: Non-Exempt
Position: Full-Time

Department: Programs
Reports to: Call Center Supervisor

Job Summary:

Under the direct supervision of the Call Center Supervisor, the Call Center Agent provides telephone support to the Coalition staff.

Essential Duties and Responsibilities:

- 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

Skills and Abilities:

- Excellent verbal and written communication skills
- Excellent interpersonal and active listening skills
- Problem analysis and problem solving
- Customer service orientation
- Organizational skills
- Attention to detail
- Ability to use good judgment
- Adaptability
- Team work
- Stress tolerance
- Resilience

Computer Equipment and Software Requirements:

- Microsoft Office Suite

Experience and Training:

- High school diploma or equivalent minimum
- Bilingual preferred but not required
- Proficient in Microsoft Office
- Knowledge of customer service principles and practices
- Experience in a call center or customer service environment handling high volume of calls
- Data entry and typing skills

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work Environment:

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderately quiet.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities. This document does not create an employment contract, implied or otherwise, other than an "at-will" relationship.

Employee Signature