

COMMUNITY ACTION PARTNERSHIP

JOB DESCRIPTION

TITLE: Call Center Assistant

EXEMPT/NON-EXEMPT: Non-Exempt/Seasonal

REPORTS TO: Energy Program Manager

ISSUE DATE: 08/20

GENERAL POSITION SUMMARY:

Under the supervision of the Energy Program Manager, the Call Center Assistant acts as support staff by providing reception, clerical and filing assistance, file review, data entry, appointment scheduling and basic direct services to clients when necessary. Handles supply orders and purchasing as needed. Operates multi-line telephone system to answer incoming calls and directs callers to appropriate personnel.

- Receive information from callers and accurately enter the data and processes energy assistance information and application as needed;
- Provide exceptional customer service to program participants, business associates, funders, all CAP staff, and the community;
- Answer questions about organization and provide callers with address, directions, and other information;
- Answer telephone in a pleasant, efficient, and helpful manner, and forward calls to appropriate personnel or department or take and deliver messages or transfer calls to voice mail when appropriate personnel are unavailable;
- Maintain confidential information and client files;
- Maintain work schedules to arrange for client appointments;
- Develop working knowledge of all agency programs and guidelines and direct clients to appropriate staff and programs;
- Provide positive public relations for CAP at all times;
- Maintain regular and reliable attendance to insure office coverage;

SECONDARY FUNCTIONS:

- Perform client intake, assessment and service coordination when appropriate;
- Provide energy assistance application review during the program;
- Perform data entry, create and print memos, correspondence, reports, and other documents when necessary; Perform other work projects as assigned.

JOB SCOPE: To perform the job successfully, an individual should demonstrate the following competencies:

- **Adaptability.** Prioritizes and plans work activities; uses time efficiently, looks for ways to improve and promote quality. Adapts to changes in the work environment and manages competing demands as well as changes approach or method to best fit the situation. Able to deal with frequent change, delays, or unexpected events. Asks for and offers help when needed.
- **Attendance/Punctuality.** Is consistently at work and on time and ensures work responsibilities are covered when absent. Completes tasks on time or notifies appropriate person with an alternate plan.
- **Problem Solving.** Identifies and resolves problems in a timely manner; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics. Manages difficult or emotional customer situations; responds promptly to customer needs; solicits

customer feedback to improve service; responds to requests for service and assistance; meets commitments. Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position;

- Safety and Security. Observes safety and security procedures; Reports potentially unsafe conditions.

SUPERVISORY RESPONSIBILITIES:

None.

INTERPERSONAL CONTACTS:

Exhibit extreme professionalism and confidence in building new and existing relationships with staff, volunteers, clients, businesses, educational institutions, publicly elected officials, the private sector, municipalities, churches, etc.

SPECIFIC JOB SKILLS:

- Professionalism;
- Dependability;
- Read, understand and retain basic information;
- Strong verbal and written communication;
- Ability to plan and activate;
- Lead and manage;
- Basic telephone, filing, computer and math skills.

MINIMUM QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience.** Any combination of experience, education and training in effectively working with the public and providing administrative support; demonstrated ability to work independently
- **Language Skills.** Must be able to effectively communicate verbally and in writing. Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- **Mathematical Skills & Reasoning Ability.** Basic math skills and ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.
- **Computer & Office Machine Skills.** To perform this job successfully, an individual must have basic knowledge of office machines and equipment and should have knowledge of database software; spreadsheet software and word processing software.

