

Position Description

POSITION TITLE: Customer Care Assistant

SALARY GRADE: 10

DEPARTMENT: Customer Care

FLSA: Non-Exempt, FT

REPORTS TO: Customer Care Manager

Position Summary: The Customer Care Assistant is responsible for providing quality customer service and retail assistance to all customers of the council. This position serves as the first point of contact for inquiries via telephone, email or in person and performs a wide variety of business processes and tasks.

Council Expectations of Employee:

- o Adheres to council policies and procedures
- o Acts as a role model within and outside the council
- o Performs duties as workload necessitates
- o Behaves and communicates in a positive and respectful way
- o Communicates regularly with supervisor about department issues
- o Demonstrates flexible and efficient time management and ability to prioritize work load
- o Consistently reports to work on time prepared to perform duties of position
- o Meets department and individual performance goals and standards
- o Ensures that diversity and pluralism are embraced and incorporated into the work of the council

Major Accountabilities:

1. Receives incoming telephone calls/requests and emails; engages in problem solving, logs all interactions accurately in Salesforce, opens and closes customer cases, and reassigns tasks and cases as applicable. Recommends the creation of additional solutions as necessary.
2. Responsible for first tier conflict resolution and case management. Knowledgeable about council programs, events, trainings, and procedures.
2. Provides quality customer service to all shop patrons. Able to assist customers in making merchandise selections appropriate for each program age level.
3. Provides general administrative support and assistance with general administrative work as needed (meters outgoing mail, processes incoming mail, check-in/out procedures for library and equipment, office supply inventory)
4. Processes shop transactions through the council point of sale system.
7. Develops displays that sell merchandise. Maintains a well-organized, clean and attractive retail shop space.
8. Maintains adequate shop inventory. Receives and stocks merchandise, Conducts council shop inventory.
9. Performs other duties as assigned.

Position Qualifications:

High school diploma or equivalency

Excellent customer care experience and skills.

Ability to learn and apply Solutions in Salesforce.

One to two years' retail and/or clerical experience preferred

Full computer literacy and demonstrated proficiency in the Microsoft Office suite including Word and Excel
POS experience preferred

Must be able to operate various office equipment including fax, calculator, business phones, copier, postage machine, etc.

Must have excellent time management and organizational skills

Strong mathematical aptitude

Well-disciplined and a self-starter

Ability to communicate the written and spoken word with tact, diplomacy, and/or authority when necessary

Ability to work well as a part of a team

Ability to meet travel requirements, including occasional night, weekend and/or overnight travel

Valid driver's license and access to a properly licensed and insured vehicle in working condition

Flexibility and a good sense of humor

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 occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls including the operation of computer keyboard, calculator, copier machine and other office equipment; reach with hands and arms; climb stairs; balance; bend and stoop, kneel, crouch or crawl; talk or hear within normal range for telephone use. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus, ability to read numbers, reports and computer terminals. Occasional high stress work may be required in dealing with volunteers/staff. Evening and/or weekend work is required. The job requires travel.

Work Environment:

Work environment characteristics 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 exposed to weather conditions prevalent at the time. The noise level in the work environment is usually moderate.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

Starting Wage Range: \$11.48 - \$12.36 per hour