



JOB DESCRIPTION

Job Title: **Customer Service Trainer**

Reports to: Customer Service Manager

Supervises: No

Job Code:

FLSA Status: exempt Xnon-exempt full-time part-time other

Salary Ranges: Starting Salary \$50,000

Position Summary:

This position serves as a customer service role model to ensure a positive relationship in interactions with all employees and customers. This position is responsible for working with the Customer Service Manager to maintain and improve the performance of each customer service agent through close monitoring, proactive coaching, and intervention. To continuously support and develop staff to improve quality, productivity, competence, and ensure that we provide excellent service to our customers. To embed the quality standards and provide the necessary training and development to staff.

Essential Job Functions:

- Maintains a working knowledge of contractual requirements assuring services are consistently maintained as best practice for quality and in accordance with assigned contracts, agency policies, and federal, state, and local regulations governing such policies.
- Ensures implementation of Abuse/Neglect reporting procedures.
- Reviews all programmatic reports, trains as necessary and reports status to Manager.
- Develops a training/ coaching plan for those that are below expectations.
- Collects data and completes Monthly, Quarterly, and Annual programmatic reports.
- Assists with performance management by reporting areas to the Manager that may fall below program expectations and compliance standards.
- Researches, conducts analysis, maintains documentation, and tracks status of all client/customer grievance/ dispute issues.
- Timely completion of all paperwork and adherence to all compliance issues.
- Delivering planned coaching and timely feedback to increase productivity.
- Working accurately and efficiently to measure quality standards and to ensure customers receive accurate and timely information.
- Acting on management information and data to instigate, support and drive through opportunities to improve efficiency of processes.
- Delivering training to customer service agents whether new or building on existing skills whilst ensuring that learning outcomes are embedded and understood.

- Observing contractual and legal obligations by adhering to ELCOC policies, procedures, and guidelines.
- Achieving individual, team, and department goals.
- Performs other duties that may be necessary to maintain the success of the organization, as determined by management.

(This job description may not be all-inclusive, and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties may be modified when deemed appropriate by management.)

COMPETENCIES:

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

- **Communication** – Be able to communicate clearly, both oral and written. Obtain clarification of details when necessary and effectively prepare and read written information.
- **Teamwork** – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Supports everyone's efforts to succeed.
- **Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

This job requires interaction with children birth to five years of age at coalition community and volunteer events.

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Qualifications:

- Ability to exemplify our Core Values of Integrity, Equity, Accountability, Collaboration, Innovation, Transparency, Consistency and Benevolence
- Minimum 3 years' experience in a call center environment with a specialized focus in training/developing staff; executing strategies for training processes and procedures.
- Knowledge of Best-in-Class Customer Service Skills
- Proven ability to connect with a diverse population.
- Ability to navigate challenging situations and provide solutions.
- This position requires successful completion of the level 2 background screening standards as set forth in s. 435.04, F.S.
- Intermediate Skills in Microsoft Office Products
- Advanced Skills in Dialpad Software
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels.
- Ability to establish and maintain effective working relationships with a variety of

constituents.

- Must possess a valid Florida Driver's License with ability to travel and make visits to and from work, and to travel to off-site locations.
 - Professional appearance and presentation
 - The employee is frequently required to stand, walk, stoop, and kneel. The employee might be required to lift and or move up to 30 pounds. Specific vision abilities required by this job include close vision and distance vision. Due to the office location, the ability to climb and descend stairs is necessary.
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Education and Experience:

- Bachelor's degree (B.A.) from an accredited four-year College or university; or three to five years related experience and/or training; or equivalent combination of education and experience in training staff in a call center environment.
- Proven experience as a call center trainer or similar position.
- Knowledge of performance evaluation and customer service metrics.
- Proficient in MS Office and call center equipment/software programs.
- You have proven ability of being able to handle all aspects of call handling.
- Demonstrate knowledge and understanding of call center metrics, outcomes, and how they relate to all aspects of Customer Service.
- Have coaching/training skills.
- Have time management and organizational skills.
- Have interpersonal skills.
- Have excellent communication skills - verbal/written.
- Can deliver and receive feedback in a constructive manner.

COMPUTER/TECHNICAL SKILLS:

This position requires a candidate who can work remotely and in an office setting, with the ability to complete mandatory in-office training and attend meetings when required. Requires high speed internet access that can be maintained daily, at least 25 Mbps (download) and 5 Mbps (upload) when working in a secure home location. Basic understanding of how to troubleshoot computer and internet issues. Must be Tech savvy overall, using cloud-based systems, Dialpad Software, IOS, Windows 8 and 10, with proficiency in Microsoft Office (Excel, PowerPoint, Word, Outlook). Knowledge of general office procedures of basic operational tasks, including answering phones, using email, using computerized and online systems to perform daily work.

(A comparable amount of training, education or experience may be substituted for the above minimum qualifications.)
