



JOB DESCRIPTION

Job Title: **Customer Service Agent- Family Support Assistant**

Reports to: Customer Service Manager

Supervises: No

FLSA Status: ☐ exempt ☒ non-exempt ☒ full-time ☐ part-time ☐ other

Salary Ranges: Starting at \$18.00

Position Summary:

The Customer Service Agent-Family Support Assistant serves as the first point of contact for callers seeking information on the Early Learning Coalition of Orange County. They are responsible for receiving a high volume of inbound calls, providing resources to callers, and sharing details about the services available. Additionally, the Customer Service Agent is responsible for inputting accurate documentation into various data systems. The primary goal is to respond promptly to callers' needs and to ensure callers receive accurate information.

Essential Job Functions:

- Answer inbound calls and make outgoing calls to families as needed.
- Identify and assess callers' needs.
- Respond to requests for information in a timely manner.
- Assist with gathering detailed information accurately.
- Provide accurate and complete information about available resources.
- Input information and documentation into Database systems.
- Assist with managing the eligibility queue within the Statewide Data System.
- Handle caller concerns, provide appropriate solutions and alternatives within the time limits; follow up to ensure resolution.
- Perform other duties that may be necessary to maintain the success of the organization.

(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.)

Qualifications:

- This position requires successful completion of background screening and drug screening, as the Coalition is a drug-free workplace.
- Must possess a valid Florida Driver's License with ability to travel to off-site locations, if required.
- Ability to work in a fast-paced environment with creativity and enthusiasm.
- Knowledge of English business language with ability to communicate clearly and concisely, both orally and in writing.

Customer Service Agent- Family Support Assistant

- Data entry and typing skills, the ability to type quickly and accurately.
- Ability to effectively communicate sensitive information and exercise sound judgment.
- Knowledge of basic customer service techniques.
- Ability to work and communicate with people from various multi-cultural backgrounds and socio-economic levels.
- Ability to solve problems and deal with a variety of variables.
- Highly reliable with the ability to maintain punctual and regular attendance.
- Must be customer service oriented with a positive customer service mindset: patient, conscientious, responsive, and empathetic.
- Achieve and maintain CCR&R certification within four months of employment.
- This job requires interaction with children birth to five years of age at coalition community and volunteer events.

Education and Experience:

- High school diploma or equivalent required, Associate Degree in a related field preferred.
- Six months of related experience in a call center or customer service environment handling high volume of calls or incoming customers.
- Proficiency in the operation and use of a personal computer and computer software applications (Microsoft Office Suite/Teams). Ability to navigate the internet.
- Bilingual and able to read, write and speak in both English and Spanish or Creole proficiently, highly preferred.

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