



Early Learning Coalition of Broward County, Inc.

Job Description

Position: Customer Services Specialist III

Reports To: Customer Services Manager

FLSA Status: Non-Exempt

Position Status: Full-Time

Grade: 39

JOB SUMMARY: The Customer Services Specialist III will increase our "Customer Service Index" by ensuring high levels of satisfaction among our customers/clients. The selected individual will act as the main point of contact and will oversee all areas of our fast-paced Customer Service Department by making independent decisions to assist customers. This position will train and may also provide technical and direct support to our customer service representatives, while working with other departments to deliver prompt resolution of customer questions and concerns. Duties are performed virtually and in person with customers and team members.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (This description reflects the major core duties and responsibilities of the job; the employee is expected to perform these, and other job-related duties as may be required. Additions, deletions, or changes may be made to this description at any time without prior notice.)

- Provides direct and training support to the staff of customer service specialists who respond to requests from clients by phone, email, chat, and in person.
- Serves as the first line of contact for handling elevated client concerns, effectively managing issues and complaints while providing solutions to customers.
- Regularly analyzes the efficiency and quality of the customer service team's work, as well as program procedures and practices, to identify barriers and impediments to achieving goals and provide recommendations for improvement.
- Provides frequent feedback, ongoing training, and mentorship to the Customer Services Team to ensure quality standards are met and to enhance customer service skills and principles.
- Assigns and tracks the completion of assigned tasks within designated timeframes.
- Serves as a customer service role model to ensure a positive relationship interaction with all employees and customers.

- Provides families with access to Child Care Resource and Referral (CCR&R) services.
- Responds to and/or assigns requests for CCR&R from clients within designated timeframes, ensuring staff members follow up as specified.
- Collaborate with the Family Services training team to administer CCR&R training to identify specialists, following state rules, guidance, and statutes.
- Completes required CCR&R assessments for trained Customer Services Specialists, in line with state rules, guidance, and statutes.
- Updates and provides applicable data for required CCR&R reports and staff lists as required by the Division of Early Learning, following established deadlines.
- Conducts client reviews to assist clients with submitting applications timely.
- Responds to requests for information from clients and providers within designated timeframes and client confidentiality guidelines, while also providing parents and providers with the necessary notifications regarding childcare status.
- Follow-ups with, and takes, customer calls when necessary.
- Documents all call information according to standard operating procedures.
- Maintains current and accurate information in all database systems.
- Complete all reports in a timely and comprehensive manner as required.
- Must be able to work on a consistent basis with regular attendance and punctuality.
- Must be willing and able to handle all duties and responsibilities of this position daily.
- Attends all meetings/in-service training, as requested or required, in a punctual, professional, and contributory manner.
- Supports the ELC's mission.
- Performs other duties that may be necessary to maintain the success of the organization, as determined by management.

COMPETENCIES:

- Excellent customer service skills
- Strong organizational and management skills
- Communication Proficiency
- Adaptability
- Leadership skills
- Technical Capacity
- Good judgement
- Team Player
- Motivational skills

SUPERVISORY RESPONSIBILITIES:

- None

WORK ENVIRONMENT:

- This position operates in a professional office environment and remotely.
- This role uses commonly used applications that include Advance computer skills with knowledge of Microsoft Word, Excel, PowerPoint Presentations, E-mail, and current state data systems.

PHYSICAL DEMANDS:

- While performing the duties of this position, the employee is regularly required to talk and hear.
- The employee frequently is required to use hands and fingers to operate and handle keyboards and other office equipment.
- Ability to operate a motor vehicle.
- Able to sit for extended periods of time.
- Regularly required to walk and reach with hands and arms.

POSITION TYPE AND EXPECTED HOURS OF WORK:

- This is a full-time non-exempt position that requires the employee to adhere to ELC's Telework Agreement.
- The work hours are typically Monday through Friday, 8:30 AM – 5:00 PM.
 - This position may work nights, weekends, and holidays.
 - This position may regularly work longer hours.

REQUIRED EDUCATION AND EXPERIENCE:

- High School Diploma is required, a college degree in a related field preferred.
- A minimum of 4 years of proven Supervisory experience, preferably in a Customer Service environment required.
- Previous experience in a non-profit setting preferred.
- Complete knowledge of Microsoft office and the ability to work with multiple software systems.

ADDITIONAL REQUIREMENTS:

Background Checks

Employment in this position is contingent upon obtaining and maintaining satisfactory:

- Verification of Required Education and/or Credentials
- Level II Background Check
- Drug Screen
- Valid Florida Driver License
- Valid Automobile Insurance – if applicable
- Access to Reliable Transportation – if applicable
- E-Verify
- High Speed Internet Access that can be maintained daily, with at least 50Mbps when working in a secure home location.

REASONABLE ACCOMMODATION WILL BE MADE FOR OTHERWISE QUALIFIED INDIVIDUAL WITH A DISABILITY.
