

DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM

Managed and Operated by the California Communications Access Foundation

Job Description

Job Title: Customer Advisor – Occasional - Redding

Reports to: Field Operations Supervisor – Northern CA

Job Grade: 09

FLSA Status: Non-Exempt

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Revised by: Jennifer Minore, Maria Murphy

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SUMMARY

The Customer Advisor (CA) Occasional, is a part-time position working a variable weekday schedule. The CA is the initial point of contact for all walk-in customers in the Redding Service Center. The CA provides service to customers calibrated to their disability; matching them with and training them on appropriate telecommunications equipment and services; collecting customer data; and maintaining customer databases. The CA Occasional will be scheduled to provide coverage for particular days each week/month and may fill-in when needed additional hours/days. The position will work a minimum of 40 hours per month.

NOTE: This is an Occasional Employee position; an individual hired for at least one (1) day, but no more than thirty (30) consecutive calendar days, to provide coverage for a regular status employee who is unable to be at work for a definite or an indefinite period time. The employee may also fill-in when a regular position is vacant. **Occasional employees are not eligible for employer-provided benefits (e.g. paid vacation, holidays, health care). Paid sick leave is provided consistent with State and local law.**

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Serve as the initial point of contact for all aspects related to customer service and DDTP equipment/services distribution in the service center.
2. Perform all activities related to customer service and on-site service delivery of DDTP telephone equipment/services distribution.
3. Process certification information; assess customer needs according to disability type.
4. Distribute equipment and provide training of specialized telephone equipment and network services.
5. Work with multiple data bases in order to maintain accurate records for inventory and customer records.
6. Collect data from customers for use in planning and marketing.
7. Perform minor and non-invasive equipment clean-up and testing.
8. Perform initial intake, establish new or modify existing customer account.

9. Perform some aspects of equipment inventory, including shipment deliveries and returns.
10. Receive regular directives and updates from the Customer Advisor Supervisor as they relate to DDTP equipment, network services, policies and procedures.
11. May assist Outreach Specialists at community events.

Other

- Perform other duties and responsibilities as directed by the Field Operations Department Supervisor, including special projects with multiple department involvement as well as cross-functional activities to ensure Field Operations Department continuously operates at full capacity.

SUPERVISORY RESPONSIBILITIES

The Occasional Customer Advisor has no supervisory responsibility.

QUALIFICATIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

REQUIRED QUALIFICATIONS

- **Education/Experience**
Associates' degree (A.A.) or equivalent from two year College or technical school; one year related experience and/or training; or equivalent combination of education and experience
- **Language Skills**
Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedural manuals. Ability to write routine reports and correspondence. Fluency in English is required for this position.
- **Technical and Mathematical Skills**
Ability to calculate figures in order to maintain inventory counts. Ability to collect and organize data for presentational purposes

DESIRED QUALIFICATIONS

- **Language Skills**
Ability to communicate in a second language is highly desirable. Knowledge of American Sign Language and Deaf Culture is also desirable.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk and hear. The employee must frequently and repeatedly lift and/or move up to 35 pounds. The employee must have the ability to speak and hear on the telephone. The employee frequently is required to walk and sit. The employee is frequently required to stand, reach with hands and arms, and stoop, kneel, crouch. The employee must have visual ability to read, from paper or a computer monitor, and to discern color.

TRAVEL REQUIREMENTS

The position may be required to occasionally travel, primarily within the state of California.