

Customer Advisor – Occasional – Berkeley Service Center

The Customer Advisor (CA) Occasional position is the initial point of contact for all walk-in customers in the 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 is a part-time position that will be scheduled to provide coverage for particular days each week/month and will be called upon to provide coverage as needed when other CA's are out.

- Do you enjoy face-to-face customer interaction and possess a compassionate and engaging communication style?
- Do you have a genuine interest in serving people who are Deaf and disabled and derive great satisfaction from making a significant improvement in the lives of others?
- Do you have an aptitude for assembling things and are not intimidated by a detailed instruction manual?
- Are you obsessively attentive to details and accuracy?
- Can you work in a cooperative team environment, as well as work independently?
- Do you have strong computer skills and have the capacity to learn and utilize complex database software.

If this describes you and you are looking for part time work, this could be the job for you.

Essential Duties:

- Serve as the initial point of contact for all aspects related to customer service and DDTP equipment/services distribution in the service center.
- Perform all activities related to customer service and on-site service delivery of DDTP telephone equipment/services distribution.
- Process certification information; assess customer needs according to disability type.
- Distribute equipment and provide training of specialized telephone equipment and network services.
- Work with multiple data bases in order to maintain accurate records for inventory and customer records.
- Collect data from customers for use in planning and marketing.

Qualifications:

A successful candidate must exhibit excellent communication skills; both verbal and written as well as be fluent in English. Bi-lingual Cantonese is required. Fluency in Mandarin and/or American Sign Language (ASL) is highly desirable. Strong candidates

will have an outgoing nature and prior experience working with the disabled and senior communities.

Education and/or Experience:

Associate's degree (A.A.) or equivalent from two year College or technical school. Six months to one year related experience in customer service, teaching, or training and/or work with elderly and/or disabled population; or equivalent combination of education and experience.

Other Requirements:

Hours/Travel:

While this position is based out of the Berkeley Service Center it does require the ability to work and travel to the part-time San Francisco Service Center the 1st, 2nd, and 3rd Fridays of each month as well as the part-time San Jose Service Center the 2nd and 4th Wednesdays of each month. All other hours will be scheduled as needed with limited travel.

The Organization:

Founded in 2003, CCAF serves the residents of California who are Deaf and Disabled. Its mission is to serve as an educator, convener, and resource working collaboratively to ensure communications access for people with disabilities in California. With 90+ employees around the State, CCAF manages the Deaf & Disabled Telecommunications Program (DDTP) for the California Public Utilities Commission (CPUC), as well as the California Relay Service (CRS) and other related programs and services. At no-cost, DDTP provides specialized telephones and relay services to Californians with difficulty hearing, seeing, speaking, moving, and/or remembering through the California Telephone Access Program (CTAP) and the California Relay Service (CRS), respectively.

To Be Considered:

Applicants are strongly encouraged to review the complete job description at www.ccaf.us/employment .

To apply for this position, please follow the link to our job page on Indeed.com at <https://bit.ly/2PfJNnX> click the "**Apply Now**" button, respond to the questions, and paste your resume and cover letter (required) where indicated. Successful applicant must be able to pass a background check.

To learn more about the Deaf and Disabled Telecommunications Program visit us at www.ddtp.org .

CCAF is an Equal Opportunity Employer. Persons with disabilities are strongly encouraged to apply.