

Customer Advisor – Occasional - Redding Service Center

California Communications Access Foundation (CCAF) is seeking a Customer Advisor (CA), Occasional to work a variable part-time, weekday schedule in support of the Deaf and Disabled Telecommunications Program (DDTP). The CA serves as the initial point of contact for all walk-in customers in the Redding Service Center located on Churn Creek Road. 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.

Representative 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 and must be fluent in English. Fluency in American Sign Language (ASL) or a second language is a plus. 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 experience in customer service (in-person or telephonic) and/or work with elderly and/or disabled population; or equivalent combination of education and experience.

Critical Competencies:

- You enjoy face to face customer interaction and possess a compassionate and engaging communication style.
- 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.

- You have an aptitude for assembling things and you're not intimidated by a detailed instruction manual.
- You are attentive to details and accuracy.
- You are able to work in a cooperative team environment, as well as independently.
- You have strong computer skills and the capacity to learn and utilize complex database software.

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.

What We Offer:

The position is offered at a competitive hourly rate. 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.

To Be Considered:

To apply for this position, please follow the link to our job page on Indeed.com at <http://indeedhi.re/2sKkBxN>, click the "Apply Now" button, respond to the questions, and paste your resumé and cover letter (required) where indicated.

To learn more about the Deaf and Disabled Telecommunications Program please visit our program website at www.ddtp.org.

Successful applicant must be able to pass a background check. Relocation expenses not reimbursed.

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