

Customer Advisor – Riverside Service Center

The Customer Advisor (CA) is an occasional position that is the initial point of contact for all walk-in customers in the Riverside Service Center. As a CA, you will assist customers according to their disability; match them with and train them on appropriate telecommunication equipment and services; collect customer data; and maintain customer databases.

Qualifications:

A successful candidate must exhibit excellent communication skills; both verbal and written and must be fluent in English, fluency in ASL is a plus. Strong candidates will have an outgoing nature and prior experience working with the disabled and senior communities.

Critical Competencies:

- ❖ You enjoy face to face customer interaction and possess a compassionate and engaging communication style.
- ❖ You must 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 are not intimidated by a detailed instruction manual.
- ❖ You are obsessively 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.

Education and/or Experience:

Associate's degree (A.A.) or equivalent from two year College or technical school; or six months to one year related experience and/or training; or equivalent combination of education and experience.

What We Offer:

CCAF offers a comprehensive compensation and benefits package, including a competitive salary, a bonus plan, medical, dental and vision coverage, 401(k) employer sponsored retirement plan, generous paid vacation leave and holidays.

To Be Considered:

To apply for this position, please follow the link to our job page on Indeed.com at <http://indeedhi.re/2uupg6m> , click the "**Apply Now**" button, respond to the questions, and paste your résumé 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.

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