

CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION

JOB DESCRIPTION

JOB TITLE: Customer Advisor - Occasional
DEPARTMENT: Field Operations
REPORTS TO: Field Operations Supervisor
FLSA STATUS: Non-Exempt
SALARY GRADE: 9
PREPARED BY: Angela Shaw, Jennifer, Minore, David Taylor, Jackie Taylor, Barry Saudan,
PREPARED DATE: June 2017 Reviewed April 2018

SUMMARY

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 on call in order to provide coverage when other CA's are out. Occasional employees are not eligible for employer-provided benefits (e.g. paid vacation, holidays, or health care). Paid sick leave is provided consistent with State and local laws.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- 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.
- Perform minor and non-invasive equipment clean-up and testing.
- Perform initial intake, establish new or modify existing customer account.
- Perform some aspects of equipment inventory, including shipment deliveries and returns.
- Receive regular directives and updates from the Customer Advisor Supervisor as they relate to DDTP equipment, network services, policies and procedures.
- May assist Outreach Specialists at community events.

OTHER DUTIES

- Support CCAF Mission, Vision, and Values.
- Adhere to the provisions of the Employee Handbook, Expectations of Employment, and other CCAF policies and procedures.
- Demonstrate a high level of professionalism in dealing with confidential and sensitive information, such as information regarding customers, staff, and company.



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

ORGANIZATIONAL RELATIONSHIPS

- Regularly interacts with CCAF customers to understand their needs and trains them on the use of their equipment.
- Works and collaborates with other CCAF staff members and management.
- The person in this position has no supervisory responsibility.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

REQUIRED QUALIFICATIONS

EDUCATION

- Associates' Degree (A.A.) or equivalent from a two year college or technical school; one year related experience and/or training; or equivalent combination of education and experience.

WORK EXPERIENCE

- Minimum of one year experience in customer service, teaching, or training.

LICENSES OR CERTIFICATIONS

- N/A

KNOWLEDGE, SKILLS, AND ABILITIES

- Language Skills
 - Must be able to understand, read, write, and speak fluently the English language.
 - Excellent written, verbal, and interpersonal communication skills and presentation skills, with ability to write routine reports and correspondences.
 - Ability to read, analyze, and interpret common professional and technical instructions and manuals.
- Reasoning Ability
 - Ability to collect and organize data for presentation purposes.
- Mathematical Skills
 - Perform basic to intermediate mathematical computations, including rates, ratios, and percentages.
 - Ability to conduct inventory counts.
- Computer Skills
 - Proficient with Microsoft Office; Excel, Word, Outlook, and PowerPoint.
- Ability to work well both independently and as part of a team.

DESIRED QUALIFICATIONS

WORK EXPERIENCE

- Experience working with the elderly and/or disabled population.

LANGUAGE SKILLS

- Ability to communicate in a second language is highly desirable, some positions may have a second language requirement.
- Ability to communicate in American Sign Language (ASL).
- Knowledge of the Deaf Culture.

SPECIAL REQUIREMENTS

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

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a service center. This role routinely uses standard office equipment such as computers, keyboard/mouse, phones, all-in-one copiers/printers, and moves moderate weight. Occasional driving maybe required.

While performing the duties of this job, the employee is regularly/frequently required to:

- Stand, sit, and use hands to finger, grasp, feel (use of computer keyboard and mouse) for prolonged periods of time.
- Walk, climb, balance, stoop, sit, bend, squat, kneel, twist, crouch, and reach with hands and arms.
- Use of speech and hearing to communicate in person and by telephone.
- Use of visual ability to read handwritten and printed materials, computer screen, and to discern color.
- Frequently and repeatedly lift or move moderate weight (up to 35 lbs.).

I hereby acknowledge that I have read and understand the content of this job description. I understand that the job description may be revised from time to time in the future by the Company at its discretion. I understand and agree that nothing in this job description should be construed as a contract of employment, and that employment with this Company is at-will.

Employee Signature

Date

