

CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION

JOB DESCRIPTION

JOB TITLE: Field Operations Specialist II
DEPARTMENT: Field Operations
REPORTS TO: Field Operations Supervisor
FLSA STATUS: Exempt
PREPARED BY: Jennifer Minore, Angela Shaw, Jackie Taylor
PREPARED DATE: October 2018

SUMMARY

The Field Operations Specialist position will be held by a person cross-trained in the skills of the Field Advisor, Customer Advisor, and Outreach Specialist, and be available as directed by the supervisor to provide those services throughout assigned area and as needed throughout the state.

ESSENTIAL DUTIES AND RESPONSIBILITIES

GENERAL

- Distribute equipment and provide training of specialized telephone equipment and network services.
- Process customer information and enter customer information into database.
- Perform minor and non-invasive equipment clean up and testing.
- Perform all aspects of equipment inventory, including shipment deliveries and returns.
- Maintain accurate statistics to document customer interactions.
- Maintain accurate, ongoing inventory in order to account for all equipment received and distributed.
- Complete required statistics on scheduled deadlines.
- Work with multiple data bases in order to maintain accurate records for inventory and customer records.
- Receive regular directives and updates from the Field Operations Supervisors.
- Provide support as needed to other Field Operations staff.
- Collect data from customers for use in planning and marketing.

OUTREACH

- Conduct outreach promoting the California Telephone Access Program.
- Work with organizations to schedule and conduct outreach events.
- Coordinate teams to lead and assist at outreach events.
- Generate Outreach events to underserved communities.
- Conduct office visits to consumer organizations and service providers.
- As the first point of contact, provide information on qualifying for and receiving equipment from the California Telephone Access Program.

CUSTOMER ADVISOR

- As the first point of contact, provide information on qualifying for and receiving equipment from the California Telephone Access Program.
- Perform initial intake, establish new or modify existing customer accounts.



- Understand and perform all activities related to customer service and on-site service delivery of DDTP telephone equipment/services distribution.

FIELD ADVISOR

- Understand and perform all activities related to customer service and off-site service delivery of DDTP telephone equipment/services distribution.
- Schedule appointments with customer, deliver and install equipment in customers' homes.

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.
- Establishes and maintains relationships with community organizations, professional organizations, and support groups.
- Works and collaborates with the Field Operations Staff, Field Operations Managers and Supervisors, and other CCAF staff members and management.
- The person in this position does not have 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

- AA degree from a two year college or equivalent experience; plus three years related experience in customer service and/or outreach work.

WORK EXPERIENCE

- Experience assessing consumer needs or providing training to individuals.
- Experience presenting and/or providing training to groups and individuals.

LICENSES OR CERTIFICATIONS

- A valid California Driver's license and clean driving record.

KNOWLEDGE, SKILLS, AND ABILITIES

- Language Skills
 - Must be able to fluently read, write, speak, and understand English.
 - Excellent written and verbal communication to be able to articulate complex concepts to various audiences including non-technical people.
 - Ability to read, analyze, and interpret common professional and technical instructions and manuals.
- Demonstrated ability to work with and for customers of diverse backgrounds.
- Reasoning Ability
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
 - Ability to recognize opportunities for improvement and implement changes.
- Solid organizational, administrative, and technical skills with strong attention to detail.
- Computer Skills
 - Expertise in Microsoft Office: Excel, Word, PowerPoint, and Outlook.
- Ability to work well both independently and as part of a team.
- Ability to manage time and competing deadlines effectively.
- Ability to adjust to changes in priorities.
- Mathematical Skills
 - Ability to work with mathematical concepts such as probability and statistical inference.
 - Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
 - Ability to conduct inventory counts.

DESIRED QUALIFICATIONS

WORK EXPERIENCE

- Worked in position that required public speaking and group training.
- Experience working with or providing training to the elderly or people with disabilities.

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); required for some positions.
- Knowledge of the Deaf Culture.

SPECIAL REQUIREMENTS

- This position may be required to travel up to 70% of the time, primarily within the state of California.
- This position may require occasional nights and weekends, due to event and customer needs.

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 outside of the office, either traveling, in customer homes, or at community events which maybe held indoors or outdoors. Regular driving is required. This role routinely uses

telephone equipment, (assembly and testing), standard office equipment such as computers, keyboard/mouse, phones, and all-in-one copiers/printers.

While performing the duties of this job, the employee is regularly 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 while in an office or home setting.
- Use of speech and hearing to communicate in person and by telephone.
- Frequent exercise of visual ability to read handwritten and printed materials, computer screen, and to discern color.
- 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

