

Outreach—Deaf and Hard of Hearing Community--Orange

California Communications Access Foundation (CCAF) is seeking an Outreach Specialist – Deaf and Hard of Hearing Community for our Southern California area, working with the targeted community informing them of the products and services available through the Deaf and Disabled Telecommunications Program. The person in this position will need to be fluent in American Sign Language (ASL).

While the position will focus on outreach, the person will also be cross-trained in the roles of a Field and Customer Advisor, assisting customers according to their disability; matching them with and training them on the appropriate telecommunications equipment and services. These roles will require working with customers either at a service center or in the customer's home. The encompassing job title of this position is Field Operations Specialist.

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 that works 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.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Outreach

- Identify, develop and generate new customers from the Deaf and Hard of Hearing communities into the DDTP programs via networking, lead generation, cold calling, media contacts, mailings and field visits to customers, community organization and direct service providers.
- Provide group presentations, trainings and workshops to the Deaf and Hard of Hearing communities as well as to the general public.
- Provide information about the DDTP programs, services and equipment, including:
 - Knowledge of the types of services and equipment available to meet the telecommunications needs of persons with an array of functional limitations when using the telephone,
 - Knowledge of the eligibility qualifications and certification(s) necessary for individuals to receive assistance from the program,

Field/Customer Advisor

- Initial point of contact for all aspects related to customer service and DDTP equipment/services distribution in the customer's home or service center.
- Perform initial intake, establish new or modify existing customer account.
- Process certification information; assess customer needs according to disability type.
- Distribute equipment and provide training of specialized telephone equipment and network services.
- Maintain accurate, ongoing inventory, in order to account for all equipment received and distributed by the Service Center.
- Work with multiple data bases in order to maintain accurate records for inventory and customer records.

QUALIFICATIONS

Education/Experience

- AA degree from a two year college or equivalent experience; plus three years related experience in customer service and/or outreach work.
- Experience presenting and/or providing training to groups and individuals.
- Previous work experience that required public speaking is desirable.
- Experience assessing consumer needs or providing training to individuals.
- Experience working with or providing training to the elderly or people with disabilities is a plus.
- Experience working with a non-profit organization serving the elderly and/or disabled population is desirable.

Knowledge, Skills, and Abilities

- Fluent in American Sign Language (ASL) is required for this position.
- Knowledge of Deaf Culture.
- Must be able to understand, read, write, and speak the English language.
- Excellent written, verbal, and interpersonal communication skills and presentation skills, with the ability to write concise and comprehensive meeting minutes and other reports and correspondences.
- Demonstrated ability to work with and for customers of diverse backgrounds.
- Ability to read, analyze, and interpret common professional and technical instructions and manuals.
- Ability to identify and analyze problems, weigh relevance and accuracy of information, generate and evaluate alternative solutions and make recommendations.
- Proficient with Microsoft Office; Excel, Word, Outlook, and PowerPoint.
- Strong work ethic, responsible, punctual, dependable, and able to work independently as well as with a team.
- Ability to manage time and competing deadlines effectively.
- Ability to adjust to changes in priorities.
- 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.

Special Requirements

- Ability to travel up to 70% of the time, primarily within the state of California.
- Valid California Driver's License and clean driving record.
- Able to work occasional nights and weekends, due to event and customer needs.
- Lift or move moderate weight (up to 35 lbs.).

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, sick leave, and holidays.

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/2OrswMX> 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. Relocation expenses not reimbursed.

To learn more about the California Communications Access Foundation please visit us at <http://www.ccaf.us>.

CCAF is an Equal Opportunity Employer. Persons with disabilities are strongly encouraged to apply. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*