

CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION JOB DESCRIPTION

JOB TITLE: Field Advisor
DEPARTMENT: Field Operations
REPORTS TO: Field Operations Supervisor
FLSA STATUS: Exempt
REVIEWED BY: Maria Murphy, Jennifer Minore, Angela Shaw, Jackie Taylor, and Jo Ann Nelson
REVIEWED DATE: April 2020 and March 2022

SUMMARY

Field Advisors provide in-home services to Deaf and Disabled Telecommunications Program (DDTP) customers who are unable to be served by the California Telephone Access Program (CTAP) Call Center or Service Center.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Understand and perform all activities related to customer service and service delivery of California Telephone Access Program (CTAP) telephone equipment/services distribution taking place in customers' homes and in Service Centers.
- Assess customer needs based on disability.
- Schedule appointments with customers, deliver and install equipment in customers' homes.
- Provide training on specialized telephone equipment and network services.
- Update new/existing customer accounts.
- Maintain accurate reports and statistics to document customer visits and equipment distribution activity
- Maintain accurate, ongoing inventory in order to account for all equipment received and distributed.
- Work within assigned territories and cover in other areas as needed (e.g. service center, public events, or other FA territories).

GENERAL

- 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.
- Complete required statistics on scheduled deadlines.
- Work with multiple data bases to maintain accurate records for inventory and customer records.
- Collect data from customers for use in planning and marketing.
- Receive regular directives and updates from the Field Operations Supervisors.
- Provide support as needed to other Field Operations staff, such as Customer Advisor, etc.

OTHER DUTIES

- Support the Mission and Vision of CCAF through the daily performance of job duties.
- Promote and adhere to CCAF's workplace values: Learning, Excellence, Respect, and Compassion.
- Adhere to the provisions of the Employee Handbook, Expectations of Employment, and other CCAF policies and procedures.



- Maintain a commitment to diversity, equity, and inclusion.
- 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 Field Operations staff, Field Operations Managers and Supervisors, and other CCAF staff members and management.

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.

EDUCATION

- Associate's degree (A.A.) or equivalent; or three years related experience and/or training; or equivalent combination of education and experience.

WORK EXPERIENCE

- Experience assessing consumer needs or providing training to individuals.
- Experience working with or providing training to the elderly or people with disabilities is highly desirable.

LICENSES OR CERTIFICATIONS

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

KNOWLEDGE, SKILLS, AND ABILITIES

- Customer Service
 - Professional and friendly demeanor with the ability to build strong relationships.
 - Effectively handle routine and non-routine inquiries and concerns, know when to escalate to others.
 - Proven ability to consistently and positively contribute in a fast-paced, changing work environment; with the ability to prioritize multiple functions, tasks, and deadlines.
 - Highly organized, detail-oriented, and possess outstanding follow-through skills.
- Language Skills
 - Must be able to understand and read, write, speak fluently the English language.
 - 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.
 - 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 is a plus.



- Judgement and Reasoning
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
 - Ability to recognize opportunities for improvement and implement changes.
- 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.
- Computer Skills
 - Intermediate or higher proficiency with Microsoft Office: Outlook, Word, Excel, and PowerPoint.
 - Additional experience includes knowledge of database and Customer Relationship Management (CRM) software.
- Additional Skills
 - Solid organizational and administrative skills with strong attention to detail.
 - Ability to work well both independently and as part of a team.
 - Demonstrated ability to work with and for customers of diverse backgrounds.
 - Ability to manage time and competing deadlines effectively.
 - Ability to adjust to changes in priorities.

SPECIAL REQUIREMENTS

- This position may be required to travel up to 75% of the time, primarily within the state of California.
- This position may require occasional nights and weekends to meet 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 or within customer homes. 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 express or exchange ideas by means of the spoken word to impart oral information to customers, in person, in group settings, over the telephone, or other video conferencing technology.
- Use 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 acknowledged 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

