

CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION JOB DESCRIPTION

JOB TITLE: Customer Advisor
DEPARTMENT: Field Operations
REPORTS TO: Field Operations Supervisor
FLSA STATUS: Non-Exempt
REVIEWED BY: Angela Shaw, Jennifer Minore, Jackie Taylor, and Jo Ann Nelson
REVIEWED DATE: September 2021 and April 2022

SUMMARY

The Customer Advisor (CA) 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.

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.
- Understand and perform all activities related to customer service and on-site service delivery of DDTP telephone equipment/services distribution.
- Process certification information; assess customer needs based on disability type.
- Distribute equipment and provide training on 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.
- 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 at community events.

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.
- Excellent attendance is essential in this position.
- 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 assigned.



ORGANIZATIONAL RELATIONSHIPS

- Receive regular work instruction from the Field Ops Supervisors and Manager.
- Regularly interacts with CCAF customers to understand their needs and train them on the use of their equipment.
- Works and collaborates with 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

- Associates' Degree (A.A.); or equivalent combination of education and experience.

WORK EXPERIENCE

- Minimum of one-year experience in customer service, teaching, or training.
- Experience working with the elderly and/or disabled population highly desirable.

LICENSES OR CERTIFICATIONS

- NA

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 and Communication
 - 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.
 - 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) a plus.
- Judgement and Reasoning
 - Ability to collect and organize data for presentation purposes.
 - Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Mathematical Skills
 - Perform basic to intermediate mathematical computations, including rates, ratios, and percentages.
 - Ability to conduct inventory counts.
- Computer Skills
 - Intermediate or higher proficiency with Microsoft Office tools; Outlook, Word, Excel, and PowerPoint.

- Additional Skills
 - Solid organizational, administrative, and technical 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.

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. This position may require occasional travel (automobile, plane, etc.) primarily within the State of California.

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 while in an office 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 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

