

CUSTOMER ADVISOR – BILINGUAL SPANISH - BERKELEY SERVICE CENTER

California Communication Access Foundation (CCAF) is seeking a Customer Advisor for our Berkeley Service Center. Fluency in Spanish is required for this position; American Sign Language (ASL) is highly desirable.

This position is the initial point of contact for all walk-in customers to the Service Center. As a Customer Advisor you will assist customers according to their disability; match them with and train them on appropriate telecommunication equipment and services; collect customer data; and maintain customer databases.

- Do you enjoy face to face customer interaction and possess a compassionate and engaging communication style?
- Do you have a genuine interest in serving people who are Deaf and disabled and derive great satisfaction from making a significant improvement in the lives of others?
- Do you have an aptitude for assembling things and are not intimidated by a detailed instruction manual?
- Are you obsessively attentive to details and accuracy?
- Can you work in a cooperative team environment, as well as work independently?
- Do you have strong computer skills and have the capacity to learn and utilize complex database software?

If this describes you, this could be the job for you.

Essential Duties:

- 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.

Qualifications:

A successful candidate must exhibit excellent communication skills; both verbal and written as well as be fluent in English. Fluency in Spanish is also required for this position; American Sign Language

(ASL) is highly desirable. Strong candidates will have an outgoing nature and prior experience working with the disabled and senior communities.

Education and/or Experience:

Associate's degree (A.A.). One-year related experience in customer service, teaching, or training and/or work with elderly and/or disabled population; or equivalent combination of education and experience.

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 working 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.

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 [CCAF Indeed Career Page](#), 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.

To learn more about the Deaf and Disabled Telecommunications Program visit us at www.ddtp.org.

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.*