

FIELD OPERATIONS SPECIALIST II – BILINGUAL RUSSIAN OR TAGALOG - SACRAMENTO SERVICE CENTER

California Communication Access Foundation (CCAF) is seeking a Field Operations Specialist II for our Sacramento Service Center. Fluency in Russian or Tagalog is required for this position; American Sign Language (ASL) is highly desirable.

The Field Operations Specialist II (FOS II) 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. The FOS II will provide on-site as well as 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. The FOS II 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.

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 territories).

QUALIFICATIONS

- Associate degree (AA) or equivalent; or five years related experience and/or training; or equivalent combination of education and experience.
- Experience assessing consumer needs or providing training to individuals.
- Experience presenting and/or providing training to groups and individuals.
- Experience working with or providing training to the elderly or people with disabilities a plus.
- A valid California Driver's license and clean driving record.

SKILLS REQUIREMENTS

- Must be able to fluently read, write, speak, and understand English. Ability to communicate in a second language is required, Russian or Tagalog. Ability to communicate in American Sign Language (ASL) is desirable.
- 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 define problems, collect data, establish facts, and draw valid conclusions.
- Ability to recognize opportunities for improvement and implement changes.
- Intermediate or higher proficiency with Microsoft Office: Outlook, Word, Excel, and PowerPoint.
- Additional experience includes knowledge of database and Customer Relationship Management (CRM) software.

- Professional and friendly demeanor with the ability to build strong relationships.
- Solid organizational and administrative skills with strong attention to detail and accuracy.
- 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.
- Demonstrated ability to work with and for customers with diverse backgrounds.
- Ability to conduct inventory counts

SPECIAL REQUIREMENTS

- This position may be required to travel up to 70% of the time, primarily within the state of California.
- Have a valid California Driver's license and clean driving record.
- This position may require occasional nights and weekends to meet customer and program needs.

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. No relocation expenses covered.

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.