

# **FIELD OPERATIONS SPECIALIST II – BILINGUAL SPANISH - ORANGE SERVICE CENTER**

California Communication Access Foundation (CCAF) is seeking a Field Operations Specialist II to cover the Latino Community in Southern California based out of our Orange Service Center. This position will work with the targeted community informing them of the products and services available through the Deaf and Disabled Telecommunications Program. Fluency in Spanish is required for this position; American Sign Language (ASL) is highly desirable.

While the position will focus on outreach, the person will also be cross-trained in the roles of a Field Advisor and a 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.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Outreach**

- Identify, develop and generate new customers from the Latino 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 Latino 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**

- Associate degree (AA) or equivalent; or five years related experience and/or training; or equivalent combination of education and experience.
- 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 a plus.

## **SKILLS REQUIREMENTS**

- Must be able to fluently read, write, speak, and understand English. Ability to communicate in a second language is required, Spanish. 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](http://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](http://www.ddtp.org).

CCAF is an Equal Opportunity Employer.

Persons with disabilities are strongly encouraged to apply.