

Lighthouse Central Florida, Inc.
Position Description

Position Title:

Customer Care Center Professional

Employee Status: Non-exempt- Hourly- Part-time

Basic Function:

- Provides outstanding customer service in a call center or front desk operation.
- Handles inbound and outbound calls as well as email for assigned account/contract.
- Completes customer order requests and fulfillment, data entry, maintain customer database, researches and resolves customer problems.
- Conducts product satisfaction and customer surveys; follow-up with customers accordingly.

Work Direction: Works under the direction and training of the Customer Care Center Manager

Job Duties:

- Arrive to post on time and ready to work assigned hours.
- Manage and respond to contract traffic (telephone calls, emails, etc.) using customer-oriented etiquette.
- Address customer issues, assuring that contract service levels and objectives are met.
- Make outbound calls, as required, for such purposes as polling, administering surveys, appointment reminders, and product sales.
- Greet callers, establish rapport, and project professional tone within established service standards.
- Schedule and place follow-up calls/emails in response to customer inquiries
- Must be able to maintain strict confidentiality of sensitive information.
- Process customer orders and initiate order requisitions, if required by contract.
- Complete fulfillment and distribution of customer materials and documents, if required by contract.
- Operate equipment and software necessary to perform the job, including, but not limited to MS Office Suite
- Utilize prescribed software to document, process and/or track all customer data and follow-up.
- Work with customer service team to attain serviceability improvement and process enhancements.

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- Operate PC, FAX, and telephone system or other devices in communicating with customers.
- Prepare reports, schedules, documents, and forms as required by the call center operation or customer order facilitation.
- Develop specific goals and plans to prioritize, organize, and accomplish the work.
- Listen to and score recorded calls based on criteria provided by the customer
- Enter call ratings into spreadsheets or other software per instructions
- Participate in call calibration sessions with team members and perform internal calibration review of scored calls
- Actively participate in all training programs and team meetings, willingly learn and implement new procedures, and incorporate feedback and coaching received.
- Contribute to the overall efficiency and effectiveness of the department and the agency by performing all other duties as assigned.
- Comply with agency policies and procedures including completion of required documentation and reports
- Other duties as assigned

Qualifications

Education:

- High school diploma or equivalent required

License and/or Certification:

None Required

Experience:

- 1 year experience in customer service and/or call center industry or equivalent combination of education and experience
- Customer Service Basics or equivalent training preferred.
- Experience with Avaya Contact Center Express and CCE software preferred.

Demonstrated Knowledge and Skills:

- Proficient in business English, spelling, punctuation and grammar
- Fluency in Spanish a plus
- Excellent communication skills – verbal and written
- Demonstrate proficiency in Microsoft Office products and Internet navigation
- Ability to communicate in a clear, concise, understandable manner, and listen attentively to others
- Ability to provide outstanding customer service to a diverse customer base
- Ability to remain positive in all situations with difficult customers.

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- Ability to handle non-routine customer calls
- Ability to sell a product or service
- Ability to adjust priorities and manage time wisely in a fast-paced environment
- Ability to gather data, monitor processes, and seek continuous improvement opportunities

Physical Demands:

- Typical office environment with infrequent lifting, carrying, pushing and/or pulling of objects and materials up to 10 lbs
- Extended periods of time at a keyboard or workstation
- Extended periods of listening requiring the ability to perceive and discriminate sounds.
- Extended periods of oral communication
- Frequent typing
- Frequent placing and turning motions, such as sorting, filing, and retrieving
- Infrequent twisting or bending at the waist or reaching overhead

Requirements:

- Pass background checks
- Flexible schedule
- If hired for this position, due to our government contract/Ability One requirements, you must be legally blind to be considered for this opportunity and provide documentation of legal blindness upon first day of employment. Legal blindness is defined as: "Central visual acuity does not exceed 20/200 in the better eye with correcting lenses OR whose visual acuity, if better than 20/200, is accompanied by a limit to the field of vision in the better eye to such a degree that its widest diameter subtends an angle no greater than 20 degrees."