

***Young Women's Christian Association
Greater Pittsburgh***

JOB DESCRIPTION

JOB TITLE: Customer Service Representative

Reports to: Supervisor of Parent Resource and Referral

FLSA Classification/Job Grade: Non-exempt **Grade:** 2 **Pay Range:** \$9.12 – \$11.47/hr

Department: Child Care Partnerships

JOB SUMMARY:

Greets and directs external customers to the appropriate department, location or information pertaining to the YWCA Greater Pittsburgh and the Child Care Information Services (CCIS) subsidized childcare program. Performs receptionist and clerical duties and acts as a back up for other YWCA programs. Provides support to internal customers through written and oral communications.

MINIMUM QUALIFICATIONS:

High School Diploma or Equivalent with one (1) year of work experience.

KNOWLEDGE AND SKILLS:

Strong human relations skills, communication, telephone and organizational skills are mandatory. Neat in appearance and professional attire is essential. Basic computer literacy is required. Must be able to relate to a diversity of customers in a pleasant manner.

ESSENTIAL RESPONSIBILITIES:

- Promptly and cordially answers telephones, dispenses accurate and appropriate information, and makes relevant transfers or referrals.
- Operates a multi-line telephone system relaying incoming, outgoing and/or intra-system calls, and provide approved information to callers and record/transmit messages.
- Answer questions based on knowledge of the YWCA programs, organization policies and services, and notifies supervisor of difficult callers/situations.
- Assists in CCIS processes and procedures by servicing walk-in clients, and accepting, recording, stamping and delivering submitted applications and vital time sensitive subsidy information to the appropriate staff.
- Performs various clerical related duties, which may include opening and sorting mail, light typing or word processing, photocopying, operating standard office equipment and collating program-related materials.
- Maintains a working knowledge of Pennsylvania's Enterprise to Link Information for Children Across Networks (PELICAN) to enhance ability to answer client requests promptly and concisely.
- May require travel for meetings, agency trainings and other miscellaneous work assignments within or outside of Allegheny County.
- Maintains high levels of consumer/provider/DPW satisfaction.
- Maintains high levels of confidentiality when working with sensitive and personal client, vendor, employee and contract information.
- Will work in conjunction with co-workers and management to achieve Affirmative Action goals.
- Is prepared to offer assistance to other clerical staff regarding the day-to-day operations of the YWCA.
- Displays consistent professionalism and courtesy when interacting with internal and external customers.

- Promotes and supports the mission, imperative, values and goals of the YWCA and DPW maintaining high performance standards.
- Participates in YWCA and DPW professional development opportunities successfully implementing new skills, knowledge and procedures.
- Participates in other activities assigned within the scope of Child Care Partnerships.

EFFECTIVE DATE: 4/1/09

Signature

Date