

**Call Center Specialist**

June 2022

# We are pleased that you are interested in applying for the position of Call Center Specialist to join our Missoula Aging Services team, a premier employer, in beautiful Missoula, Montana. This is full-time 40 hour per week position on our Call Center Team. The starting wage for this non-exempt position is $16.00-$16.50 per hour, depending upon experience and qualifications.

**Enjoy having your nights and weekends available to do what you like!** The **Call Center Team** **Program** hours are Monday through Friday between 8 AM to 5 PM. Occasional use of a personal vehicle and travel within the Missoula community and surrounding area is required. You must maintain a valid MT driver’s license and vehicle insurance as required by MT state law.

**Instant job satisfaction in knowing your work is making someone’s day better and more livable.** The Call Center Specialist is responsible for providing quality customer service to older adults, people with disabilities, and all others who contact Missoula Aging Services*.* The Call Center Specialist determines and assesses requests; provides accurate, appropriate, and up-to-date information and referrals about human services; resolves problems; schedules appointments, maintains database(s) and assesses services for inclusion in the data base(s).

An ideal candidate will have considerable knowledge of business communication and modern office practices. Working knowledge of personal computers and other general office technology (e.g., phone systems, facsimile). Considerable skill in conducting assessments to determine caller’s need/request and to provide appropriate information and referrals. Strong verbal and written communication skills. Demonstrated analytical thinking skills. Demonstrated organizational skills. Above average skill in the operation of a personal computer and common computer applications including Microsoft Word and Microsoft Outlook. Average skill in operating basic office equipment (fax machine, printer, etc.)

The preferred knowledge, skills and abilities described above are typically acquired through the completion of a relevant Associate’s degree (e.g., human services, social work, psychology, communications) *OR* a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience.

Qualified candidates must submit a **cover letter, resume and a** **Missoula Aging Services application for employment.**

**To apply:**

Visit the Missoula Aging Services website – <https://missoulaagingservices.org>

* Click on “About Us - Careers” (top of page)

Submit your cover letter, resume and application to hr@missoulaagingservices.org

**Benefits:**

* Missoula Aging Services is part of Missoula County’s benefits plan, providing excellent health, dental, vision, group life & long-term disability insurance (available first of the month following 60 days after hire).
* Paid Time Off, Holidays & Paid Extended Leave
* Retirement (with matching contributions after one year of service)
* Employee Assistance Program (EAP)
* HSA/Flex
* Wellness Plan
* Flexible Scheduling

Missoula Aging Services is an equal opportunity employer. We consider applicants for all positions without regard to race, color, religion, gender, national origin, age, marital status, sexual orientation or veteran status, the presence of a non-job-related medical condition or disability, or any other legally protected status. Please advise us if accommodations are needed to participate in the application or interview process.

**MISSION**

Missoula Aging Services promotes the independence, dignity, and health of older adults and those who care for them.

## VISION

Missoula Aging Services is the voice of older adults. We provide programs and services in our communities, empowering people to age with confidence and without fear.

**VALUES**

**To make our mission and vision a reality, we practice the following:**

* In working with each other and the community, we follow our Guiding Principles and core values which are Integrity, Communication, Accountability, Respect and Safety.

**To support our mission:**

* We are person-centered in working with our clients.
* We respect a person’s autonomy within their capacity to remain independent.
* We believe that diversified funding creates a healthy and sustainable organization.
* We recognize the value of services we provide to aging adults, to veterans and to people with disabilities.
* We determine what and when services should be fee for service based on established criteria.
* We listen first. We believe that hearing from the people guides our direction.
* We are inclusive and non-partisan, listening to the minority and the majority.
* We are respectful in our communication and our behaviors – individually and collectively.
* We recognize that lack of awareness can lead to underserved aging adults.
* We believe that collaborative strategies can result in effective and efficient efforts and partnerships.
* We believe that volunteering provides a positive experience for the volunteers and those we serve.
* We honor and value our volunteers, respect their wisdom, experience, and engagement.
* MAS volunteers and clients are excited, enriched and valued through community service opportunities.

**DIVERSITY STATEMENT**

Missoula Aging Services welcomes and values all persons and embraces diversity among our staff, clients, and others whom we serve. We are committed to fostering, cultivating, and preserving a culture of diversity, equity, and inclusion.