# Status: Non-exempt

**Call Center Specialist-Customer Service**

## Definition

The Call Center Specialist provides 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; maintains database(s) and assesses services for inclusion in the data base(s).

**Essential Duties**

*(The following are intended to illustrate typical duties; they are not meant to be all inclusive or restrictive.)*

1. Supports agency’s mission and philosophy and fully participates in agency’s goals and objectives.
2. Call Center Specialist Specific Duties:
   1. Manages a large volume of inbound and outbound calls in a timely manner and connects to the proper party. Provides appropriate assistance to callers by actively listening, clarifying issues and directing callers to the appropriate MAS and/or community resource(s).
   2. Conducts information and referral activities designed to link people with the human services they need. Essential duties include:

* receiving telephone calls
* assessing need(s) by actively listening
* resolving problems by providing accurate and appropriate information and referrals to community resources, or making referrals to MAS resources
* schedule appointments
* Mailing information
  1. Provides appropriate intervention for urgent/crisis/suicide calls following policies and procedures.
  2. Documents calls correctly and accurately into computer tracking system according to procedure.
  3. Keeps equipment operational by following established procedures; reporting malfunctions.
  4. Schedules appointments using staff Outlook calendars as needed; mail information.
  5. Call clients and remind them of their upcoming appointments, advise them if they need to bring specific information to the appointment and relay any cancelations to the appropriate person.
  6. Updates job knowledge by participating in relevant educational opportunities.
  7. Researches and identifies resources that support older adults and people with disabilities in the community; completes the process for inclusion of new resources in the database(s).
  8. Assists in maintaining a comprehensive resource information database by maintaining, researching and evaluating new resources and writing and editing information. Supports Customer Service Manager in updating resources.

1. Practices positive teamwork (i.e. Collaboration and open communication) embraces diversity, is open to change and continuous improvement; encourages and empowers others to achieve.

4) Performs related duties as assigned.

**Supervision Received**

Works under the direct supervision of the Customer Service Manager.

**Supervision Exercised**

May act as a team leader for special projects, which may include paid and volunteer workers.

**Working Relationships**

The work entails interacting with various Missoula Aging Services staff and with diverse older adults; people with disabilities of any age; representatives for consumers, others within the Montana human services networks, staff of community agencies, varied human service, medical, legal and other professionals as well as other members of the general public. All work is performed in a team environment.

**Working Conditions**

The work is performed primarily in an office setting. Travel outside of Montana is infrequently required.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. They are typical and not necessarily absolute.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand; walk; sit and climb or balance. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus.

**Qualifications**

*Knowledge:*Considerable knowledge of business communication and modern office practices. Working knowledge of personal computers and other general office technology (e.g. phone systems, facsimile). General knowledge of accounting principles and practices. Working knowledge of arithmetic.

*Skill*: 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.)

*Ability***:** Ability to work within a team concept using a prescribed approach. Ability to successfully interact with a wide range of individuals and organizations of diverse backgrounds and viewpoints.

*Education and Experience:* 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.

### Competency

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality:* Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity:* Meets productivity standards; Completes work in timely manner; Strives to increase productivity.

*Safety and Security:* Observes safety and security procedures; uses good judgement beyond guidelines; Reports potentially unsafe conditions; uses equipment and materials properly.

### Personal Attributes

It is essential for this position to be open-minded and flexible with regard to the work to be performed. This position requires self-motivation, self-direction and discipline. Must be able to work and perform under moderate to high pressure. A high level of organizational skill is necessary in receiving and prioritizing projects and tasks. Must be willing to assist co-workers as needed without direction to do so. Teamwork, communication and flexibility are essential to this position and to the agency. It is essential that the person in this position understand the policies and procedures set out by management, and work as a team member for the good of the agency. This position will be cross-trained in other areas of the support staff duties.

**I understand that this job description is presented as a matter of information only and nothing contained in this job description shall be construed as an agreement or contract of employment between Missoula Aging Services and the employee. I acknowledge receipt of job description, and have read and understand the duties outlined above.**

**Signature of Employee: Date:**