**Customer Service Manager**

October 2021

Work and Live in Missoula!

As Montana’s second largest city and one of the nation’s most popular destinations, Missoula is a jewel set in a beautiful valley among the spectacular Rocky Mountains. Year-round outdoor activities include hiking, biking, skiing, and blue-ribbon trout fishing. Nearby wilderness areas and rivers are perfect for exploring, kayaking, rafting, and tubing. Missoula is a lively, family friendly community with a host of good schools and the home to the University of Montana. Our community is supported by an excellent healthcare system, including two regional medical centers. Local cafes, coffee houses and breweries abound to suit every budget and palate. Well-known and widely appreciated for its eclectic culture, travelers and community members value Missoula as an arts and cultural hub, with an endless variety of entertainment events ready to be enjoyed. Live in a great place and join a great team!

Missoula Aging Services is an Area Agency on Aging covering a two-county area, Missoula and Ravalli. Our talented group of compassionate individuals are committed to our Mission: To promote the independence, dignity, and health of older adults and those that care for them. Serving older adults and people with disabilities in Missoula and Ravalli County is our passion. We are guided daily by our Strategic Plan and core values of Respect, Integrity and Accountability. We value diversity and are an equal opportunity employer. To apply for an open position, please include a cover letter resume and a completed Missoula Aging Services Application for Employment. We look forward to hearing from you!

We are pleased that you are interested in applying for the position of **Customer Service Manager**. This is a full-time, salaried exempt position. Our office hours are Monday through Friday from 8 a.m. to 5 p.m. Starting salary range is $43,500 to $45,500 annually, depending upon experience and qualifications. Occasional travel within or outside of Missoula may be required. Mileage, lodging and meal reimbursement is provided. You must maintain a valid MT driver’s license and vehicle insurance as required by MT state law.

This management position is responsible for the delivery of administrative and operational assistance designed to promote exceptional levels of internal and external customer service and satisfaction and promote revenue growth and productivity. Provides team members with the appropriate training, tools, direction and motivation to enable their success.

An ideal candidate will have extensive knowledge of customer service principles and practices. Considerable skill in leading diverse groups and individuals. Demonstrated skill in personnel administration and supervision. Proven strategic and analytical thinking skills. Proven skill in the use of personal computer and common software such as Microsoft Office Suite. Demonstrated interpersonal skills, including written and oral communication. General skill in training adults.

The minimum knowledge, skills and abilities described above are typically acquired through a relevant bachelor’s degree (e.g. Human Services Management, Public Administration, Business Administration, Management, Nonprofit Management) and 2 years of relevant experience *OR* a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience.

**Incomplete application packets will not be considered.** **The position is open until filled.**

**To apply:**

Visit the Missoula Aging Services website – https://missoulaagingservices.org/about-us/careers.html

* Click on “About Us” (top of page)

Submit your **cover letter, application, and resume** to [hr@missoulaagingservices.org](mailto: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 the first of month, 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

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.