



JOB DESCRIPTION: CUSTOMER CARE REPRESENTATIVE

DEPARTMENT:	<u>Various Departments</u>	REPORTS TO:	<u>Manager, Department</u>
JOB CLASS:	<u>Customer Care Representative</u>	PAY GRADE:	<u>13</u>
EXEMPT STATUS:	<u>Non-Exempt</u>	DATE:	<u>02/19/14</u>

Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.

POSITION GENERAL SUMMARY:

Under general supervision, the Customer Care Representative is the first line of support for external and internal customer service including but not limited to inbound/outbound calls, responding to emails and helpdesk tickets. The Customer Care Representative monitors the email calendars and inboxes, distributing action items to team members while providing timely responses to internal and external customers. The Customer Care Representative may assist in reporting data, and ensures the accuracy, efficiency, and timeliness of data and reports. This position is responsible for performing specialized clerical, and technical tasks with minimal supervision and instruction, with a high degree of customer service.

ESSENTIAL POSITION FUNCTIONS:

- Answer inbound calls from both internal and external customers
- Serve as a liaison between the department and those customers being served
- Assist customers, while troubleshooting minor technology or system issues and escalate unresolved issues within established timelines
- Utilize the Help Desk Ticket process to respond to and resolve inquiries submitted by internal and external customers
- Respond to inquiries and provide assistance to customer requests
- Properly document requests and provide responses in compliance with internal policies and state and federal law and escalating concerns or issues
- Provide general clerical office duties including scheduling meetings, creating agendas, taking minutes, managing multiple calendars, phone lines, and emails, and distributing mail and creating forms and other documents
- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- Perform related duties as assigned.

(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)

MINIMUM REQUIREMENTS:**Education/Licensure/Certification:**

- High School Diploma
- Associate's Degree, preferred

Experience:

- One year customer service or administrative/clerical experience; or an equivalent combination of education and experience
- Experience in a professional office or school environment

Knowledge, abilities and skills:

- Strong attention to detail
- Ability to ensure confidentiality with regard to sensitive information
- High level understanding of the principles and practices of customer service
- Ability to review and analyze processes and recommend improvements
- Ability to efficiently coordinate multiple projects and meet required deadlines
- Strong verbal and written communication skills, specifically phone and email
- Ability to establish and maintain effective working relationships; providing a high level of customer service to both internal and external customers
- Experience with Microsoft Office Suite
- Computer systems and their application and an understanding of the concepts involved in data processing
- Laws, regulations, rules and policies governing a school, school district, The Florida Education Code, and the ability to apply them with good judgement in a variety of situations
- Ability to learn quickly, develop and implement policies and procedures for data processing
- Ability to review, interpret and evaluate applications and other specialized documents
- Ability to understand and provide oral and written instructions on complex matters

CORE COMPETENCIES FOR SUCCESS:

<p>COMMUNICATION SKILLS</p> <p><i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i></p>	<p>CUSTOMER FOCUS</p> <p><i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i></p>
<p>INTERPERSONAL SKILLS</p> <p><i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i></p>	<p>FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

PEER RELATIONSHIPS <i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal "noise"; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i>	CREATIVITY <i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially "fail fast"</i>
SELF KNOWLEDGE <i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i>	PLANNING <i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i>
ORGANIZING <i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i>	PROBLEM SOLVING <i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i>
DRIVE FOR RESULTS <i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Orlando VLC, or Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.