

Champaign County Regional Planning Commission

POSITION DESCRIPTION

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| Position Title: | Customer Service Specialist/Receptionist |
| Reports To: | Program Manager – Utility Assistance or Community Services Director |
| Supervises: | None |
| FLSA Status: | Non-Exempt |
| Pay Grade: | 1 |

Summary/Objective

- Delivery of assigned program services in accordance with applicable program guidelines and Agency Vision, Mission, and Values.
- Performs general reception, answering and routing incoming calls, welcoming and routing visitors presenting at reception, scheduling LIHEAP appointments.
- Performs general office duties and administrative duties as needed.

Required Knowledge, Skills, and Abilities:

- High school diploma/G.E.D.
- Prior experience in a customer service role
- Ability to follow office procedures while adjusting work style to meet the needs of the client.
- Ability to work productively with distractions and shift focus as needed.
- Ability to handle program and client information in a confidential manner and report concerns as mandated.
- Ability to understand the vision, mission, and values of CCRPC and to implement in everyday work.
- Ability to establish and maintain good working relationships with staff and the public.
- Knowledge and respect for diverse cultures/lifestyles and problems of poverty in the community.
- Knowledge of trauma-informed care principles.
- Ability to react to change productively.
- Ability to follow written and oral instructions with minimum supervision.
- Ability to communicate effectively both written and orally.
- Ability to function professionally in stressful situations.
- Ability to work as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).
- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to use email, online scheduling system, Survey Monkey, MS Word and the ability to learn project specific computer software programs.
- Ability to attend program meetings and/or training as required.
- Ability to work a flexible schedule to accommodate program scheduling needs including periodic early mornings and weekends.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sitting/ standing at a desk 95% of workweek.
- Provide direct work with program participants approximately 90% of workweek.
- Must be able to communicate effectively with all stakeholders to consistently provide expected deliverables.
- Lift and carry equipment necessary to complete work, approximately 20 pounds.

Specific Duties and Responsibilities:

- Greets visitors, answers phone, and refers callers as appropriate.
- Answers telephone and refers caller to appropriate employee or division.
- Directs inquiries and requests for services to the appropriate department staff.
- Supports individuals that present at reception that are in need of translation services in using the Language Line.
- Provides applicant testing materials and paperwork to RPC applicants presenting for scheduled interviews.
- Communicates messages thoroughly and efficiently.
- Schedules LIHEAP appointments in the on-line system.
- Photocopies customer documentation to support program applications.
- Prepares program intake paperwork and/ or packets.
- Completes filing.
- Encourages and supports clients' completion of client satisfaction surveys.
- Attend training as required by supervisor.
- Participate in team meetings, individual supervisions, and other committees/meetings as requested/assigned.
- Maximizes coordination and communication among agency programs and staff.
- Demonstrates openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Other duties as required.

Competencies:

- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.

Work Environment:

- Office work will be performed in a reception area with constant client/customer/ staff interactions.
- Frequent near-vision use for reading and computer work.
- Early morning and weekend availability is required as needs of the program dictate.
- Some worksites may have several none and unknown allergens including dust, mold, and animal dander.

Disclaimer:

This document contains a description of a general class of positions within the Champaign County Regional Planning Commission Salary Administration Program. The description contains examples of duties and responsibilities that may or may not be considered to be “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department.

Signature of Employee _____ Date _____

Date: 1/21/2020