

Champaign County Regional Planning Commission

POSITION DESCRIPTION

Position Title: Customer Service Representative- LIHEAP
Reports To: Program Manager
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.
- Answering and routing incoming calls to the Regional Planning Commission.
- Schedules LIHEAP, PIPP, LIHWAP, etc. appointments.
- Provides back-up and support for general reception, welcoming and routing visitors presenting at reception.
- Performs general office duties and administrative duties as needed.

Specific Duties and Responsibilities:

- Answers telephone throughout scheduled work hours and refers caller to appropriate employee or division.
- Educates callers about the on-line scheduling options.
- Schedules PIPP/LIHEAP/LIHWAP/etc. appointments in the on-line system.
- Completes appointment reminder calls for those with scheduled PIPP/LIHEAP/LIHWAP appointments.
- Directs inquiries and requests for services to the appropriate department staff.
- Each workday, covers the Brookens reception desk during the lunch break of the primary reception staff.
- Encourages and supports clients' completion of client satisfaction surveys.
- Supports individuals that need translation services in using the Language Line.
- Communicates messages thoroughly and efficiently.

- Photocopies customer documentation to support program applications.
- Prepares program intake paperwork and/ or packets.
- Completes filing for several programs.
- Addresses inquiries and requests related to Community Services programs.
- Maintains working knowledge of the services provided through Community Services and the application process for the services in order to be able to accurately advise callers on how to apply for services.
- In absence of Customer Services Specialist, provides Customer Services Specialist duties and responsibilities at the RPC Brookens site and Champaign LIHEAP office site.
- No less than weekly fills paper trays in the Xerox machines and common area printers (used by multiple staff).
- Assist staff with troubleshooting Xerox machines and printer issues.
- In absence of the primary staff person designated to distribute RPC mail, manages the mail distribution at RPC/Brookens.
- No less than weekly empties the office shredder.
- Attend training as required by supervisor.
- Participate in team meetings, individual supervisions, and other committees/meetings as requested/assigned.
- Supports co-workers in on-boarding and ongoing development through job shadowing, mentoring, and training.
- 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.

Required Knowledge, Skills, and Abilities:

- High school diploma/G.E.D.
- Prior experience in a customer service role
- 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, Excel and Google sheets, 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.
- Ability to effectively manage data, equipment, computer systems, and communication necessary to support program goals.
- Ability to make effective decisions that result in achieving goals of the department and organization.

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.

- **Cultural Competency:** Demonstrates the ability and understanding to appreciate and interact with people from cultures or belief systems different from one's own such as age, gender, ethnicity, and race in the most fair and productive way.
- **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.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Civility:** Ability to authentically communicate one's own personal ideas, while also respecting and not dismissing other peoples' outlooks. Ability to think deeply about respectful interactions, foster collaboration, and successfully encourage others to make effective decisions that result in achieving goals of the department and the organization.
- **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 _____

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