

Nevada Affordable Housing Assistance Corporation (NAHAC)

JOB DESCRIPTION

POSITION TITLE: Customer Service Representative **STATUS:** Non-exempt / Hourly

REPORTING RELATIONSHIP: 1) Customer Service Lead 2) Call Center Manager

POSITION SUMMARY:

This position is the first contact for borrowers calling about Nevada Hardest Hit Fund® (NVHHF) programs with basic questions and concerns, and for borrowers who proceed to the application intake process. The position also performs outbound calls to provide information to borrowers and to follow up on requested documents to complete applications. The Customer Service Representative will properly handle all calls to and from the public while delivering quality customer service to all callers. Additionally, the Customer Service Representative will collect and upload documents received from homeowners.

RESPONSIBILITIES AND DUTIES:

- Answers telephones in a professional manner, providing accurate information about NVHHF programs, and responds to caller inquiries in compliance with company and regulatory policies, procedures, and guidelines.
- Identifies homeowners' problems and concerns and offers appropriate solutions.
- Practices service excellence and provides quality customer service to all callers.
- Assesses each caller's situation with respect to NVHHF programs and guidelines, and, as appropriate, offers callers the opportunity to apply for programs.
- When necessary, routes calls (or information) to the group or person who can best assist the caller.
- Makes outbound calls to homeowners to follow up on document requests in a timely manner, and to perform outreach for special projects as assigned by management.
- Requires the use of call scripts and procedures to ensure compliance and consistent quality customer service.
- Keeps informed of NVHHF program changes and guidelines.
- Responsible for understanding the use of the organization's enterprise software system (NMAS) and the NAHAC telephone system.
- Uses NMAS to complete the application intake process by asking applicants pertinent questions and inputting, maintaining, and confirming information. Verifies all homeowner data fields for spelling and accuracy (name, DOB, SSN, address, telephone, email, etc.).
- Ensures the confidentiality of all personally identifiable information (PII) they obtain or observe.
- Receives, acknowledges, and uploads homeowner documents into the NMAS Document Management System (DMS). Notes every file accordingly.
- Responsible for meeting quality assurance standards and performance metrics.
- Relays homeowner requests to appropriate department. Escalates complaints to appropriate department manager.
- Performs other business-related duties as assigned by management.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

- One to two years experience in telephone reception and/or customer service.
- High school diploma or equivalent.
- Proficiency in Microsoft Outlook.
- Familiarity with Microsoft Word and Excel programs.
- Must be able to communicate well, both orally and in writing.
- Bilingual in Spanish may be required to fill some positions.
- Strong analytical and problem solving skills; able to identify, analyze and resolve issues. Attention to detail.
- Excellent interpersonal skills. Ability to effectively interact with homeowners; empathize yet stay on task.
- Ability to exercise independent judgment and make sound business decisions effectively.
- High degree of personal organization and time management skills. Ability to multi-task under tight timeline constraints, including ability to prioritize and perform successfully in a fast-paced environment.

PHYSICAL DEMANDS:

- The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.
- The individual is required to regularly sit at a computer and enter data for extended periods of time.
- The individual is required to listen and talk to individuals and before groups in the performance of the job.
- The individual is regularly called upon to deal with stressful situations and a high work volume.
- The individual is regularly required to stand, walk and drive for extended periods of time.
- The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
- The individual is occasionally required to lift up to 25 lbs.
- Position requires some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities, which apply to me. I agree to read the job description and understand it may be amended as company conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records.