

Nevada Affordable Housing Assistance Corporation (NAHAC)

JOB DESCRIPTION

POSITION TITLE: Customer Service Lead

STATUS: Non-exempt / Hourly

REPORTING RELATIONSHIP: Call Center Manager

POSITION SUMMARY:

This position provides direct supervision of the Customer Service Representatives team and oversight of all functions of the front-end process, including first contact for borrowers calling about available programs with basic questions and concerns, application intake, and outbound calling. The Customer Service Lead is accountable for delivering quality customer service, efficient response times, and accurate information to all callers.

RESPONSIBILITIES AND DUTIES:

- Ensures that inbound calls are answered and outbound calls are carried out in a timely, friendly, and professional manner, and that staff is trained and knowledgeable to provide accurate information about our services and responds to inquiries in compliance with company and regulatory policies, procedures, and guidelines. Ensures calls requiring more complex information are routed to the appropriate area for handling. Handles escalated issues.
- Responsible for managing and training staff on the proper skills and techniques in identifying applicant needs and aligning those needs with the appropriate program(s).
- Responsible for and delivers the initial orientation and training for new staff within the department. Ensures the quality of the training received by new staff, by continually monitoring their training progress and identifying unmet training needs. Administers appropriate skills tests during and at the conclusion of the initial training program. Develops training program/tools to maintain up-to-date procedural and industry information for staff.
- Delegates and oversees work assignments ensuring that service delivery is performed according to the organization's mission, policies and procedures, and service philosophy.
- Ensures that the call center is responsive to the needs of the people it serves. Assists with ensuring adequate daily staffing to maximize customer service. Serves as a Customer Service Representative as required to meet the service level needs of the department.
- Recruits, interviews, and recommends hiring of staff for the department. Recommends and delivers disciplinary action and/or termination of staff members within the department. Provides performance feedback through informal communications, formal performance evaluations, and goal setting and deficiency management. Supports and communicates quality standards, processes and procedures, and policies relevant to these duties.
- Continually reviews staff work and monitors a sample of their inbound and outbound telephone calls on an ongoing basis to ensure maximum qualitative and quantitative productivity and service. Provides feedback to team members and coaches for improvement.
- Motivates and leads staff to meet NAHAC's goals and objectives.
- Recommends and develops performance metrics for the department to measure quality service delivery and productivity of staff against "best practice" benchmarks. Creates, recommends and administers motivational programs that include incentives, contests, and team performance programs for the department. Creates motivational strategies to drive quality performance within the department. Collects, compiles and reports to management key information and statistical data on the department's results in compliance with internal and external requirements.
- Provides assistance to the Customer Service Representatives for complex issues requiring management/policy decisions. Must be knowledgeable in policies and procedures, program guidelines, and term sheets.
- Develops and maintains expert knowledge of the organization's software system. Responsible for continually updating the scripts and user information on the screens in the "Client Contact" module of the system. Develops and maintains expert knowledge of the agency's telephone system and functionality to ensure inbound and outbound calls are handled efficiently for maximum customer service.
- Liaises with other supervisors, managers, and third parties to gather information and resolve issues.

- Addresses interpersonal barriers and strengths in personnel. Must be able to empower those employees receiving supervision.
- May be required to attend out of area training, meetings, and seminars. Adheres to established policies and procedures.
- Provides support to management in the performance of other duties as required by management.
- Works independently within clear guidelines and established organizational policies and procedures for the department. Accessible to staff for guidance and consultation.

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:

- Bachelor's Degree preferred. Demonstrated performance and work experience may be a substitute for educational requirements.
- One to three years experience in a call center environment with at least one year in a supervisory capacity.
- Proficiency in Microsoft Outlook.
- Familiarity with Microsoft Word and Excel programs.
- Must have strong work management and communication skills, both oral and written.
- Technical knowledge and skills with respect to case management and with document management and telephone systems.
- Must demonstrate a proficiency in conflict management.
- Must understand and comply with employment and labor laws.
- Position may require some travel and scheduling flexibility.
- Ability to solve problems in a timely manner and deal with a variety of variables to arrive at solutions.
- Ability to listen to and consider diverse ideas and opinions and make recommendations based on a combination of factors and information.
- Possesses the skills to allocate resources, conduct staff planning, facilitate solutions and develop and improve processes.
- Provides regular performance feedback, develops staff skills and encourages professional growth.
- Displays proficiency in planning and prioritizing work activities; uses time efficiently and develops realistic action plans.

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 have read the job description and understand it may be amended as company conditions or requirements necessitate. In the event of such changes, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

Please keep a copy for your records.

DRAFT