

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

APPROVAL/EFFECTIVE DATE: TBD

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

REPORTING RELATIONSHIP: CEO/COO

POSITION SUMMARY: The Customer Service Lead provides direct coordination of Customer Service Representatives and front-end processes. This position is accountable for delivering quality customer service, efficient response times, and accurate information to all callers.

RESPONSIBILITIES AND DUTIES:

1. Ensure inbound calls are answered, and outbound calls are carried out in a timely, friendly, and professional manner, and staff are trained and knowledgeable to provide accurate information about company services.
2. Respond to inquiries in accordance with organization and regulatory policies, procedures, and guidelines. Ensure calls requiring more complex information are routed to the appropriate area for handling.
3. Assist in preparation and filing of homeowner documents and correspondence. May retrieve homeowner documents and correspondence for research in accordance with organization security policy and procedures.
4. Train staff in identifying applicant needs and aligning those needs with the appropriate program(s).
5. Deliver initial orientation and training for new staff. Ensure the integrity of the training and identify unmet training needs.
6. Delegate and oversee work assignments, ensuring that service delivery is performed according to the organization's mission, policies and procedures, and service philosophy.
7. Ensure the call center is responsive to the needs of the people it serves. Assist with ensuring adequate daily staffing to maximize customer service. Serve as a Customer Service Representative as required to meet the service level needs of the department.
8. Continually review staff work and monitor a sample of their inbound and outbound telephone calls on an ongoing basis to ensure maximum qualitative and quantitative productivity and service. Provide feedback to team members and coach for improvement.
9. Motivate and lead staff to meet NAHAC's goals and objectives.
10. Assist Customer Service Representatives with complex issues.
11. Knowledgeable in policies and procedures, program guidelines, and term sheets.
12. Develop and maintain working knowledge of the organization's system of record and telephone system.
13. Liaise with other supervisors, managers, and third parties to gather information and resolve issues.
14. Address interpersonal barriers and strengths in personnel. Able to empower those employees receiving supervision.
15. Adhere to established policies and procedures.
16. Provide support to management in the performance of other duties as required by management.
17. Work 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.

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QUALIFICATIONS AND REQUIREMENTS:

1. Associate's degree preferred. Demonstrated performance and work experience may be a substitute for educational requirements.
 2. One to three years' experience in a call center environment with at least one year in a supervisory capacity.
 3. Knowledge of loan processing, closing procedures and documents, eligibility requirements, payoff, governmental and agency requirements, terminology, and automated processing systems.
 4. Proficiency in Microsoft Word, Excel and Outlook.
 5. Technical knowledge and skills with respect to case management and with document management and telephone systems.
 6. Demonstrate proficiency in conflict management.
 7. Able to solve problems in a timely manner and deal with a variety of variables to arrive at solutions.
 8. Able to listen to and consider diverse ideas and opinions and make recommendations based on a combination of factors and information.
 9. Possess the skills to allocate resources, conduct staff planning, facilitate solutions and develop and improve processes.
 10. Provide regular performance feedback, develop staff skills and encourage professional growth.
 11. Display proficiency in planning and prioritizing work activities; use time efficiently and develop realistic action plans.
 12. Well-developed ability to manage multiple tasks/projects and deadlines simultaneously.
 13. Strong organizational skills and detail orientation.
 14. Strong verbal and written communication skills.
 15. Able to maintain strict confidentiality and discretion.
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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.

1. The individual is required to regularly sit at a computer and enter data for extended periods of time.
 2. The individual is required to listen and talk to individuals and before groups in the performance of the job.
 3. The individual is regularly called upon to deal with stressful situations and a high work volume.
 4. The individual is regularly required to stand, walk and drive for extended periods of time.
 5. 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.
 6. The individual is occasionally required to lift up to 25 lbs.
 7. Position requires some travel and scheduling flexibility.
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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
