



Job Description

Job Title:	Customer Relations Specialist
Employed by:	Dynamic Workforce Solutions
Reports to:	Title: Career Center Manager

Salary:	\$24,000 - \$32,000	Type of position: FT	Hours <u>40</u> / week <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-
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PURPOSE

Provide exceptional customer service to all Career Center guests.

KEY ACCOUNTABILITIES

- **Exceptional Customer Service** – Provide prompt, accurate, and friendly customer service to all customers in person, and via telephone and email. Identify customer needs using a customer-focused, needs-based review process and direct accordingly. Assist career seekers in accessing solutions. Provide backup coverage in other customer service areas as needed. *Measure – Achievement of customer survey response and rating goals; quarterly evaluation observations; no more than 3 substantiated complaints per year.*
- **Professionalism of Workspace** – Oversee Workforce Services Room and Learning Lab. Ensure that the room area is a calm and professional space; information about the center, current activities, employment opportunities, and applicable guidance is up to date and displayed in a clear and appropriate way; and equipment is in working order. *Measure – Achievement of customer survey response and rating goals; quarterly evaluation observations; no more than 3 substantiated complaints per year.*
- **Kiosk Management** – Oversee kiosk stations to ensure that they are used by all customers and that the kiosks are fully functional. *Measure - Immediate report to Career Center Manager of kiosk malfunctions; accurate implementation of designed customer flow.*
- **Orchestrate Customer Flow** – Ensure that customers are directed to destinations in order and in a timely fashion. Understand operational processes to proactively anticipate the programmatic services that customers will be seeking. *Measure – Achievement of customer survey response and rating goals; quarterly evaluation observations; no more than 3 substantiated complaints per year.*
- Other duties and responsibilities as assigned.

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WORK EXPERIENCE REQUIREMENTS	
<ul style="list-style-type: none"> – Two or more years' experience within a high traffic customer service based environment is required. – Two or more years' experience working with computer systems for data entry and data review. 	
KNOWLEDGE, SKILLS AND ABILITIES	
<ul style="list-style-type: none"> – Proficient with Microsoft Office. – Must build expertise in all workforce services and programs. – Must have the ability to work in a fast-paced and diverse environment. – Must have the ability to work independently or in groups when necessary – English and Spanish speaking preferred. 	
APPLICABLE STRENGTHS THEMES	
<p>CareerSource Capital Region is a Strengths Management organization. For a brief description of the Strengths themes go to: http://www.strengthstest.com/theme_summary.php and for more information go to http://www.strengthsfinder.com. It is required that all staff understands and demonstrates daily usage of their own Strengths. Strengths are important to the successful operation of the organization and as such a combination of the following Strengths is preferred.</p>	
Primary Strengths Themes	Secondary Strengths Themes
Arranger, Consistency, Discipline, Empathy, Input, Positivity, Woo	Adaptability, Belief, Communication, Harmony, Learner
EDUCATION REQUIREMENTS	
<ul style="list-style-type: none"> – High school diploma or equivalency required, post-secondary degree preferred. 	

STAFF (PRINT NAME)	
STAFF (SIGN)	Date
SUPERVISOR (PRINT NAME)	Title
SUPERVISOR (SIGN)	Date
DATE HIRED	