



JOB DESCRIPTION

Position:	Customer Service Representative III
Supervisor:	Customer Service Supervisor
Status:	Non-Exempt
Overall Responsibility:	The position duties include a wide range of activities related to providing Customer service to Housing Choice Voucher (HCV) participants and HCV owners, and other stakeholders

Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work performed under this position. This is not a complete listing of all responsibilities or skills required. Other duties may be assigned.

- Receive and respond accurately and professionally, to customer inquiries/concerns received via telephone, email or office visit in a timely manner
- Respond to all of the customer's inquiries utilizing all available resources and program knowledge; researching and exploring answers
- Identify and escalate unresolved inquiries to management
- Accurately and thoroughly record all interactions in the PHA system of record (Elite)
- Defuse and deescalate irate customers as to ensure great customer experience
- Verify and update customer information
- Identify and escalate priority issues
- Perform data entry into SharePoint, and PHA business system
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Ensure regular attendance and punctuality
- Perform other duties as assigned
- Obtain certification of Housing Choice Voucher Specialist within 120 days of employment

Responsibility for Relationships

Internal: Provide excellent customer service to applicants, former employees, and vendors.

External: Provide excellent customer service to applicants, former employees, and vendors.

Supervisory Authority

No Supervisory authority

Supervision Provided

Operates under the direct general supervision of the Program Enforcement Supervisor

Knowledge and Skills Required

- Ability to communicate effectively both orally and in writing (bilingual English/Spanish or English/Creole preferred).
- Strong typing and computer skills with knowledge of Microsoft Office product
- Strong organizational skills required to prioritize tasks and demands and consistently to deliver work product on time.

Education and Experience Required

- High School Diploma; Education equivalent to a two-year degree from a regionally accredited institution in Public Administration, Social Science or a closely related field preferred;
- Alternatively, a minimum of two years of progressively responsible work experience for a public agency, or related work in the social service, community service, customer service and/or call center environments.

BEHAVIORAL COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- Leadership: Provide lead direction on special projects or processes by clearly and effectively setting course of action; and manage efficiency of processes, materials or programs by providing regular feedback and reinforcement to appropriate staff as required.
 - Performance Excellence: Set high standards of performance; pursue aggressive goals and work hard/smart to achieve them; strive for results and success; convey a sense of urgency and bring issues to closure; and persist despite obstacles and opposition.
 - Customer Service: Meet/exceed the expectations and requirements of internal and external customers; identify, understand, monitor and measure the needs of both internal and external customers; talk and act with customers in mind; and recognize working colleagues as customers.
 - Effective Communication: Ensure important information is passed to those who need to know; convey necessary information clearly and effectively orally or in writing; demonstrate attention to, and convey understanding of, the comments and questions of others; and listen effectively.
 - Quality: Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; monitor own work to ensure quality.
 - Responsiveness and Accountability: Demonstrate a high level of conscientiousness; hold oneself personally responsible for one's own work; and do the required fair share of work.
 - Integrity: Must abide by strict ethical standards, integrity, objectivity and confidentiality when dealing with client, employee or financial information, and budget analysis and must avoid any personal conflicts of interest.
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Approved by: _____

Date: _____

I have read the above job description and understand and accept the tasks as outlined herein.

Employee: _____

Date: _____