



JOB DESCRIPTION

Position:	Customer Service Representative
Supervisor:	Team 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 & Responsibilities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/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.
- Respond to all of the customer's inquiries utilizing all available resources and program knowledge; researching and exploring answers
- Assist clients with operation of the online portal
- Identify and escalate unresolved inquiries to management
- Accurately and thoroughly record all interactions in the PHA system of record
- 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
- Obtain certification in Housing Choice Voucher Basics within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned

Responsibility for Relationships

- Internal:** Provide excellent customer service through high levels of proactive communication, quality work, and integrity to co-workers, management and corporate personnel.
- External:** Provide excellent customer service through high levels of proactive communication, quality work, and integrity to program participants, owners, prospective participants and owners, and contracted partners.

Supervisor Authority

None

Supervision Provided

Operates under the direct general supervision of a Supervisor.

Knowledge and Skills Required

Must be able to communicate effectively both orally and in writing; possess strong typing and computer skills with current working knowledge of Microsoft Office products; possess 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.