



JOB DESCRIPTION

POSITION: Customer Service Specialist III

SUPERVISOR: Supervisor

Department: Call Center

STATUS: Non-Exempt

SUMMARY

The position duties include a prominent level and wide range of activities related to providing customer service to Housing Choice Voucher (HCV) participants and HCV owners, and other stakeholders. The position requires full accountability for effectively and accurately addressing customer service inquiries and resolution of Call Center and Lobby cases on behalf the participant and landlords. Customer Service Specialist III functions as a technical expert on the program and processes. Takes on additional duties as assigned, focused in the areas of general team support.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct general supervision of the Call Center Supervisor and may act on behalf of or in the absence of the Supervisor.

ESSENTIAL DUTIES AND 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.

- Receives escalated complex customer services inquiries from Call Center and Lobby staff or call inquiries from the public
- Takes on higher levels of leadership on team
- Act as a mentor to new and seasoned staff
- Assist with the on-boarding training for inexperienced staff
- Prepare routine reports that track the call center and lobby statistical trends
- Conduct percentage of quality control reviews for team
- Receive and respond accurately and professionally, to customer inquiries/concerns received via telephone, fax, email, client portal, 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 or other designated supporting systems
- Assist owners with relisting property on Go Section 8
- 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
- Identify and escalate unresolved inquiries to management
- Ensure regular attendance and punctuality
- Perform other duties as assigned

BEHAVIORAL COMPETENCIES:

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

- **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.

DESIRED QUALIFICATIONS:

Associate Degree; 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.

Must be able to communicate effectively both orally and in writing (bilingual English/Spanish or English/Creole preferred). Ability to apply regulations pertaining to the program. Must have excellent interpersonal skills necessary for mentoring and conflict resolution for families encountering complex social/economic challenges, or Landlords with leasing/contracting challenges. Must possess strong organizational skills required to prioritize tasks and demands and consistently to deliver work product on time.

Required Certification

Obtain certification of Housing Choice Voucher Specialist within 120 days of employment