



## **Customer Support Specialist (Senior Meal Programs) Job Description**

### **Purpose:**

The position handles customer service requests, reservations, route mapping, and scheduling in support of individuals (older adults and adults with disabilities) receiving nutritious meals from TCAA. Participants enrolled in these programs contact the Customer Support Specialist to register for, request, and make changes to requests relating to catered meals, in-home support, and transportation services. The employee responds to all customer inquiries, accurately enters data in various systems, maintains records, and monitors the fulfillment of service requests to help ensure needs are met in a timely and satisfactory manner.

### **Essential Functions:**

Duties include, but are not limited to the following:

- Promptly handle incoming and outgoing calls with participants
- Receive service requests or change orders from participants and record the request, noting any special considerations or details
- Perform accurate and timely data entry using multiple data management systems
- Communicate service requests or issues relating to requests to the appropriate Program Supervisor
- Verify records by reviewing, correcting, deleting, or reentering data
- Regularly verify participant eligibility and 3<sup>rd</sup> party authorizations for the requested services
- Monitor service requests to ensure fulfillment in a timely manner
- Provide callers with program information and respond to questions
- Assist participants to confirm, update, or modify service requests
- If unable to meet the scheduled service, notify supervisor and offer alternate resources or dates/times to complete the service to the extent possible
- Prepare and maintain schedules, participant acknowledgement forms, and delivery routes
- Track program data, prepare queries, and provide statistical and other reports as required
- May perform other administrative support functions
- Adhere to agency and contract standards and requirements
- Assist with other duties as needed and appropriately assigned

### **Qualifications:**

- Excellent multitasking abilities required
- Experience with managing high call volumes
- Quick typing skills and computer savvy
- Intermediate to advanced Microsoft Office and database program expertise required
- Knowledge of and sensitivity to the needs of the elderly and disabled
- Passionate about delivering quality service and making a difference in the customer experience



- Must be courteous with strong customer service orientation
- Effective skills in the logistics of organizing and scheduling
- Bilingual English/Spanish desired

**Education/Experience:**

- Two years related and responsible work history indicating dependability, initiative, flexibility and ability to follow directions
- 1+ year experience working in a contact center/call center environment
- Possess a high school diploma or GED equivalent

**License and Certification:**

- Possess Arizona Driver's License and a vehicle to use in performance of job if needed
- Eligible for DPS Level One Fingerprint clearance card, Adult Protective Services and Central Registry Clearance upon hiring

**Status:**

Full time/ Non-Exempt, up to 40 hours/week

Hours: Generally, Monday – Friday, 7:30am – 4:30pm

**Benefits:**

TCAA is committed to providing a robust benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical, dental and vision insurance, life insurance, disability benefits, health savings account, and retirement. Additionally, TCAA pays 100% of the employee premium for the medical insurance plans.

**Compensation:** The position pays \$16.00 to 18.00 per hour, depending on experience.

**TCAA is an Equal Opportunity Employee**