



Customer Service Receptionist Job Description

Purpose:

This position serves as the agency front line of support for multiple programs, providing excellent service and navigation assistance so that program participants and visitors are satisfied with their experience at TCAA. Bilingual (English/Spanish required).

Supervision Received:

Receives general supervision from the Program Manager.

Essential Functions:

- Maintain a positive, empathetic and professional attitude toward customers at all times
- Greet customers warmly and guide them to the appropriate program/employees
- Build familiarity with TCAA programs to accurately answer questions
- Identify and assess customers' needs to achieve satisfaction
- Answer the telephone, provide information, and refer callers to appropriate personnel or alternative resources
- Provide accurate, valid and complete information
- Order and maintain office supplies
- Enter customer data into program data systems
- May handle customer concerns, provide appropriate solutions and alternatives
- Receive, sort and distribute incoming and outgoing correspondence
- Maintain a clean and welcoming lobby area; restock information brochures as needed
- May assist with other duties of a clerical nature
- Contribute to team effort by accomplishing related results as needed
- Perform related duties as assigned

Minimum Qualifications:

- **Experience:**
- Proven customer support experience
- Strong phone contact handling skills and active listening
- Customer orientation and ability to adapt/respond to different types of characters
- Excellent communication and presentation skills
- Ability to maintain poise and professionalism under pressure
- Comfortable with computers and online data systems
- Ability to multi-task, prioritize and manage time effectively
- High school diploma or equivalent
- Ability to sit for extended periods of time

Skills/Education:

- Equivalent to the completion of the twelfth grade.
- Additional specialized clerical training, customer service, and conflict resolution training is desirable.
- Proficiency in Microsoft Office Suite
- Bilingual English/Spanish



License/Certifications: Level One Fingerprint Clearance Card and eligible for Central Registry Clearance upon hiring.

Status: Fulltime/non-exempt, 40 hours per week

Schedule: Monday through Friday, 8 AM to 5 PM

Benefits:

TCAA is committed to providing a robust additional 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: \$14.00 - \$16.00 per hour depending on experience

TCAA is an Equal Opportunity Employer