



URBAN LEAGUE OF BROWARD COUNTY Job Vacancy Posting

Title: Customer Service Associate
Classification: Full Time
Supervisor: Senior Director of Human Resources and Training
Revision Date: January 2022

Purpose of Position

The Customer Service Associate (CSA), may be the first voice or face to our staff, clients, guests and visitors from our Welcome Center located in the Lobby. The CSA is courteous and friendly, greets customers, answers questions, announces calls or provides directions. Also, the CSA identifies the needs of the customers and directs them to the proper staff.

CORE Duties and Job Responsibilities:

- Maintain regular consistent and professional attendance, punctuality, personal appearance, and adherence to relevant health & safety procedures.
- Answer incoming calls (ideally within 3 ring cycles) and direct calls to the appropriate destination without delay.
- Disseminate agency/event information to external and internal clients.
- Greet incoming and external customers and alert appropriate staff of guest and client arrivals.
- Provide direct support to immediate supervisor.
- Monitor, order and maintain relevant office supplies and send timely alerts (regarding paper, letterhead and toner) shortages.
- Keeps supervisor updated with the Welcome Center issues and challenges.
- Establish and maintain effective working relationships with immediate, supervisors, co-workers and the general public.
- Performs Customer Service Associate duties in an efficient, professional and courteous manner.
- Coordinate the preparation of reports and meeting materials, as assigned.
- Provide direction and/or information to the public concerning Urban League of Broward County's programs and services.
- Perform other duties as assigned.

Education/Experience

Associates Degree preferred in Business; or High School diploma with specialized business school training, preferred. Must have at least two years of relevant experience.

Other Skill, Abilities and Qualifications

- Must be extremely pleasant.
- Must have high Emotional Intelligence (EI) and comfortable working in a fast-paced environment, sometimes under pressure, while remaining flexible, proactive, and efficient.
- Excellent ability to express ideas clearly in both written and oral communication skills.
- Must have an excellent command of the English language.
- Ability to exercise sound judgement with established guidelines
- Excellent time management skills with a proven ability to meet deadlines.
- Excellent organizational skills and attention to detail.
- Proficient with Microsoft Office Suite software.
- Positive and team-oriented attitude.
- Ability to balance the needs and expectations of multiple constituents.
- Ability to work effectively with persons of all ages and diverse backgrounds, skills and abilities.
- Ability to carry out responsibilities with flexibility to adapt to changing needs and goals.
- A full understanding of contemporary office technology including personal computer using Microsoft Office, windows, publishing, laptop, electronic mail and fax machine essential.

Other

Must have a valid Florida Driver's License and reliable transportation.
Must pass a level 2 fingerprint and drug screen.

HOW TO APPLY

Submit Cover Letter and Resume to: hire@ulbcfl.org

THE URBAN LEAGUE OF BROWARD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER