

Employment Opportunity

Information & Referral Specialist

(CCIR-18)

Job Description:

Olmsted Center for Sight (OCS) is seeking a part time Information & Referral Specialist to work approximately 16 hours per week. This position is primarily responsible for answering calls, determining and addressing caller needs while collecting and documenting all required data. Under the direction of the Contact Center Services Supervisor, the Information & Referral Specialist is expected to provide efficient, courteous and outstanding customer service to callers of the Contact Center.

Currently hiring for weekday evening shifts of 4:00pm-11:00pm. Applicants will be expected to maintain flexibility in scheduling to the extent practical to meet the needs of a 24 hour help center.

Essential Functions:

- Answer and document all incoming calls in accordance with Contact Center procedure
- Manage call volume in a timely and efficient manner
- Assess caller needs to provide comprehensive information and make accurate referrals to appropriate agencies, programs and services
- Schedule appointments for agency programs and collect necessary caller information
- Complete follow ups and log calls in accordance with Contact Center procedure
- Uphold quality assurance goals

Competencies:

- Proficient in the use of Microsoft Office Suite
- Demonstrate excellent internal and external customer service
- Effectively work with individuals of diverse backgrounds
- Comfortable communicating with individuals in crisis or experiencing high levels of stress
- Counsel individuals with an ability to balance agency policy while displaying sensitivity to clients/colleagues
- Adapt communication style depending on assigned duty
- Maintain confidentiality and professionalism in a fast paced environment
- Demonstrate independent thinking and problem solving
- Demonstrate detail orientation in completion of duties
- Demonstrate patience, flexibility, and active listening
- Effectively communicate with colleagues, customers, vendors and/or outside agencies
- Achieve results independently and work well as part of a team
- Maintain a calm, sensitive demeanor in an actively changing work environment

Qualifications:

- High School diploma or equivalent
- Two years of experience in customer service, Contact Center or human services
- Ability to work weekday evening shifts of 4:00pm-11:00pm
- Ability to provide documentation of legal blindness preferred

TO APPLY please click on the link below:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=56200614-5fae-4608-85a8-396fe1d0f78f&jobId=262289&lang=en_US&source=CC3&cclId=19000101_000001

Olmsted Center for Sight is an Affirmative Action/Equal Opportunity Employer. Women, minorities, veterans, and individuals with disabilities are encouraged to apply. Any person with a disability needing special accommodations to the application process please call Human Resources.