



Work where your work matters. Work at CCRC.

CCRC prides itself as a workplace of choice for passionate talent, driven by our mission to cultivate child, family, and community well-being. Whether the position works directly with the public or supports our programs, every position is vital to our mission's success and reputation as a leader. We are not your typical non-profit. We are 900+ people strong and growing!

You could play a key role supporting the **Child Care Financial Assistance (CCFA)** Division! Go to our job board to apply: [job board](#)

The Customer Service Specialist job at a glance

General Summary

Under general supervision, the Customer Service Specialist provides technical customer service assistance to CCRC customers via incoming phone calls, as well as walk-ins at the Customer Support Center. In addition, the Customer Service Specialist will also work collaboratively with Agency departments to maintain knowledge of various Agency programs and procedures and provide general clerical support and data entry services within the department.

Core Benefits!

- **Competitive Compensation** Package
- **Robust benefit offerings** -Medical, Dental, Vision, and Voluntary Life Insurance!
 - CCRC ***covers approximately 90-100% of employee and dependent*** medical and dental coverage, and ***90%*** vision coverage!
 - There are a variety of medical and dental plans offered, including different Blue Shield HMOs, and a PPO, and Dental PPO
- **Basic Life Insurance and Long-Term Disability** paid for by CCRC
- **Flexible Spending Account** participation offered
- Employer Contribution and Employer Match in the **403(b) Retirement Savings Plan** with 100% vesting!
 - Upon meeting eligibility, employees receive a ***5% contribution*** and may participate in the ***match of 50% up to the 1st 7% of deferrals***
- **Generous Time Off Policy** with vacation and Sick Time, Holidays, and Paid Winter Break
- Opportunities **for learning and professional development**, such as education reimbursement and mastering skills for career progression
- **Culture:** Mission-driven, passionate, and inclusive
- **Employee Assistance and Wellness Programs**
- **501(c) (3) designation**-You can apply for Public Service Loan Forgiveness!

The Details of the Job:

Go to our job board to apply: [job board](#)

Essential Duties And Responsibilities

Provide customer service and support to parents, providers, and other interested parties including the following responsibilities:

- Operate main telephone switchboard ACD software program for all sites. Answer calls in a professional manner from parents, providers, and other interested parties who may have questions, concerns, or inquiries. Directing calls to the appropriate party(ies) or voicemail box and identifying the ACD wrap up code for all calls. 30%
- Extend a warm greeting to all Agency visitors and verify family's enrollment by checking NOHO system. Announce their arrival to the appropriate department(s). 30%
- Organize, open and sort mail and/or documents received by parents/ providers coming into the Customer Support Center. Accurately and efficiently data enter all documents received into the CSC Database log, date stamp all documents and forward to appropriate department(s). 20%
- Speak clearly and courteously and listen attentively to all CCRC customers, via telephone or visitors in the Customer Support Center. Be sensitive to surroundings demonstrating appropriate tone of voice and awareness of the presence of other staff and/or visitors. 10%
- Provide parents and providers with requested forms, as appropriate. Provide general clerical support (photocopying, filing, faxing, typing, and mail processing.) 5%
- Frequently explain to parents, providers, and other interested parties, about agency programs, policies and procedure. 5%

Non-Essential Duties And Responsibilities

These duties include tasks that are required, but currently comprise of less than 5% of the daily workflow for this job:

- Participate in departmental, agency and professional meetings and workgroups, as assigned.
- Assist various departments in locating documents or information on a time and date of a visitor.
- All other duties that may be required, as part of the essential functions of the job, as assigned.

Job Specifications

- Minimum high school diploma /GED and one year of customer service experience.
- Strong interpersonal skills: the ability to honor confidentiality, and work sensitively and supportively with participating families.
- Demonstrated proficiency and experience with Windows-based programs and data entry. Data entry skills (typing 35wpm with a maximum of 5 % error ratio). MS Word and Excel experience preferred.
- Flexibility, maturity of judgment and ability to work collegially.
- Strong organizational skills and the ability to complete projects under tight deadlines, even when there are competing requirements and changes in assignments.
- Ability to work effectively with diverse political and socioeconomic groups both internally and externally.
- Ability to work non-traditional work schedules, which may include evenings.
- Excellent organizational skills, ability to multi-task; knowledge of general office procedures.
- Ability to converse and write in a language other than English.
- Ability to maintain cooperative, diplomatic working relationships with co-workers, supervisors, and the public to work as part of a team and collaborate with colleagues.
- Ability to maintain all assigned workflow and a high level of customer satisfaction in a fast-paced working environment.

Physical Demands

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Physical Activity					
Activity List the number of hours spent performing the activity.	Hours Per Day				
	NA	0-2	3-4	5-6	7-8
Balancing: Maintaining body equilibrium to prevent falling when walking, standing or crouching on narrow, slippery or erratically moving surfaces.	☐	☒	☐	☐	☐
Climbing: Ascending or descending ladders, stairs, scaffolding, ramps, poles, or other similar devices. Using feet and legs and/or hands and arms. Performing activities where body agility is emphasized.	☐	☒	☐	☐	☐
Crawling: Moving about on hands and knees.	☒	☐	☐	☐	☐
Crouching: Bending the body downward and forward by bending the leg and spine.	☐	☒	☐	☐	☐
Driving: A car, truck, forklift or other types of moving equipment.	☒	☐	☐	☐	☐
Feeling: Perceiving attributes of an object, such as its size, shape, temperature or texture by touching with skin, particularly that of the fingertips.	☐	☒	☐	☐	☐
Grasping: Applying pressure to an object with the fingers.	☐	☒	☐	☐	☐
Hearing: Perceiving the nature of sounds with no less than a 40db loss at 500Hz, 1000Hz and 2000Hz with or without correction. Ability to receive detailed information through oral communication, and make fine discrimination in sound, such as when making fine adjustments on a piece of equipment.	☐	☐	☐	☐	☒
Kneeling: Bending legs at the knee to rest the body on the knee or knees.	☐	☒	☐	☐	☐
Lifting: Raising objects from a lower to a higher location or moving objects horizontally from one location to another. Lifting a 50lb object to shoulder level throughout the work shift. Requires the substantial use of the upper extremities and back muscles.	☐	☒	☐	☐	☐
Pulling: Using upper extremities to exert force to draw, haul or lug objects in a sustained motion.	☐	☒	☐	☐	☐
Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.	☐	☒	☐	☐	☐
Reaching: Extending hand or hands and extending arm or arms in any direction.	☐	☒	☐	☐	☐
Repetitive motions: Substantial movements of the wrist, hands, and/or fingers, including keyboarding.	☐	☐	☐	☐	☒
Sitting: Particularly for long periods of time.	☐	☐	☐	☐	☒
Standing: Standing or staying on feet for sustained periods of time.	☐	☒	☐	☐	☐
Stooping: Bending body downward and forward by bending the spine at the waist, requiring full use of the lower extremities and back muscle.	☐	☒	☐	☐	☐

Notices

Child Care Resource Center is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other characteristic protected by applicable federal, state, or local law.

The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

Accommodations

Go to our job board to apply: [job board](#)

If you are a qualified individual with a disability or a disabled veteran, you have the right to request an accommodation if you are unable or limited in your ability to use or access our career center as a result of your disability. To request an accommodation, contact a Human Resources Representative at (818) 717-1000 ext. 6599 or email them at Recruiting@ccrcca.org.

Go to our job board to apply: [job board](#)