



# COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

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**Cynthia W. Burton**  
Executive Director

April 24, 2024

**Title:** Call Center Operator

**Location(s):** Tuscaloosa County

**Employment Classification:** Regular, Part-time, Non-exempt, Non-safety sensitive

**Summary of the Position:** See Attached Job Description

**Qualifications of the Position:** See Attached Job Description

**Duties and Responsibilities:** See Attached Job Description

**Salary and Application Procedures:** This is a Grade Level IX position on the CSP Salary Scale with a starting pay rate of \$11.68 per hour. Current employees may apply by submitting a letter of interest along with an updated employment application. Other interested applicants may apply by submitting a completed employment application obtained from the website at [www.cspwal.com](http://www.cspwal.com) or by contacting the Human Resources department of CSP at (205) 469-0389 to request an application. Completed and signed applications may be submitted in person, fax, by mail or scanned and emailed to [employment@cspwal.com](mailto:employment@cspwal.com).

**Deadline to apply:** Friday, May 10, 2024, at 5:00 p.m.

Community Service Programs of West Alabama, Inc. is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer. **EOE AA M/F/Vet/Disability.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability or national origin.

## Community Service Programs of West Alabama, Inc.

### Job Description

<b><u>Position Title:</u></b>	Call Center Operator
<b><u>Department:</u></b>	Supportive Services
<b><u>Reports To:</u></b>	Director of Supportive Services
<b><u>Employment Classification:</u></b>	Regular, Part-Time, Non-Exempt
<b><u>Grade/Salary:</u></b>	Grade Level IX – Level 1–12; \$11.68 per hour

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### Summary of Duties

The Call Center Operator is responsible for scheduling and confirming appointments, and rescheduling elderly assistance appointments during the funding period for utility assistance programs.

#### **Essential duties and responsibilities:** *other duties may be assigned by the supervisor*

- Answer all incoming telephone calls for the elderly energy assistance line;
- Routinely check the call-waiting queue to monitor calls holding;
- Confirm all appointments by telephone;
- Schedule appointments for all Supportive Services offices for LIHEAP elder assistance;
- Monitor elder assistance schedules for errors or overbooking;
- Mail required document and appointment reminder forms to scheduled clients.
- Enter appointments for energy counseling classes into Easytrak.

**Qualifications:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

#### **Education and Experience:**

- Possession of High School diploma or equivalent.
- Effective communication skills and good organizational skills.
- Knowledge of Microsoft Office and other computer-related programs.
- Previous Call Center experience desired.

**Supervisory requirements:** None.

**Certificates, Licenses, Registrations:**

- ◆ Valid Driver's License with liability insurance.
- ◆ Serviceable automobile.

**Language Skills:**

- ◆ Ability to communicate with diverse populations.
- ◆ Ability to effectively present information to clients.
- ◆ Ability to communicate in large and small group settings.

**Mathematical Skills:**

- ◆ Ability to compute simple math such as addition, subtraction, multiplication and division.
- ◆ Ability to use fractions and percentages.

**Reasoning Ability:**

- ◆ Ability to analyze problems confronted by program participants.
- ◆ Ability to define problems and draw valid conclusions.

**Other Skills and Abilities:**

- ◆ Ability to develop effective working relationships with staff members and program participants.
- ◆ Regular and predictable attendance.
- ◆ Knowledge of CSP programs and services.
- ◆ Ability to accurately enter data into program software.
- ◆ Basic working knowledge of Microsoft productivity software.
- ◆ Sensitivity to multi-racial and multi-cultural issues.
- ◆ Ability to develop rapport quickly and easily.
- ◆ Ability to work independently without direct supervision.
- ◆ Ability to meet deadlines.
- ◆ Ability to work in a constant state of alertness.

**Physical Demands:** *The physical demands listed are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Extended periods on the phone and computer are customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, fax, telephone and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

10.08.2014

*Reviewed by Board of Directors 12/3/2015*

*Reviewed by Board of Directors 01/19/2017*

*Reviewed by Board of Directors 01.19.2017*

*Reviewed by Board of Directors 03.15.2018*

REV. 10.30.2018

*Reviewed by Board of Directors 01.17.2019*

*Reviewed by Board of Directors 03.19.2020*

*Reviewed by Board of Directors 03.18.2021*

*Reviewed by Board of Directors 01.19.2023*

*Revised 4.24.24*