



COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

601 BLACK BEARS WAY, TUSCALOOSA, ALABAMA 35401-4807

TELEPHONE (205) 752-5429

TOLL FREE (855) 211-0950

FACSIMILE (205) 469-0062
Human Resources

www.cspwal.com

Cynthia W. Burton
Executive Director

March 13, 2019

JOB ANNOUNCEMENT

Title: Call Center Operator (Temporary)

Location: Tuscaloosa

Employment Classification: Temporary, Full-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 9 position on the CSP Salary Scale with a salary range of \$15,080 - \$22,563. Current employees may apply by submitting a letter of interest along with and updated employment application. Other interested applicants may apply by submitting a completed employment application obtained from the website at www.cspwal.com or by contacting the Human Resources department of CSP at (205) 752-5429 to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to employment@cspwal.com.

DEADLINE to apply extended: Friday, March 29, 2019, at 12:00 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, genetic information, 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.

Community Service Programs of West Alabama, Inc.

Job Description

Position Title: Call Center Operator

Department: Supportive Services

Reports To: Administrative Assistant/Office Manager

Employment Classification: Seasonal, temporary full-time, non-exempt, non-safety-sensitive

Grade/Salary: Grade Level IX – Level 1–12; Range \$15,080 - \$22,563 annually

Summary of Duties

The Call Center Operator is responsible for answering and directing incoming telephone calls for the entire Agency, scheduling and confirming appointments, and rescheduling appointments during the funding period for utility assistance programs.

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

- Serve as backup operator for all agency calls.
- Answer all incoming telephone calls for the 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 energy counseling classes;
- Block or unblock schedules as required;
- Monitor all schedules for errors or overbooking;
- Mail required document and appointment reminder forms to scheduled clients.

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.

Job Description, Call Center Operator

Page 2

Language Skills:

- ◆ Ability to communicate to 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
Reviewed by Board of Directors 01.17.2019