

# ***dis*Ability CONNECTIONS, INC.**

## **JOB DESCRIPTION**

**POSITION: Customer Relations and Information Specialist**

**SUPERVISOR:** Services Director

### **GENERAL SUMMARY:**

Under the direct supervision of the Services Director, assure customers entering/calling disAbility Connections are handled professionally and efficiently. Determine customer needs, answer questions and directing to internal/external resources. Excellent customer service and welcoming atmosphere is maintained in the reception area.

### **QUALIFICATIONS AND REQUIREMENTS**

1. Education and Training Required: Excellent oral and written communication skills. Associate degree in office related area or equivalent is necessary. Must have accurate typing and computer skills with proficiency in Microsoft Word, Excel, and database programs.
2. Work Experience Required: Experience working in reception or customer service is required. Experience working directly with individuals with disabilities is preferred. Personal experience with disability and/or knowledge of disability issues and the consumer/community-based IL philosophy is preferred. Must have an ability to relate effectively with a wide variety of people, including coworkers, customers, volunteers and agency representatives. Organizational skills with the ability to balance multiple tasks, prioritize work effectively and use judgment and discretion in decision-making. Commitment to, and ability for, continuous improvement and mastery of the relevant body of knowledge related to this position.
  - Excellent computer skills including Database entry, Excel, Word and other Office applications
  - Ability to answer calls and enter data while speaking to customers
  - Knowledge of community resources and referral processes
  - Ability to develop and maintain registration system for events
  - Excellent ability to engage and determine caller needs

### **DUTIES AND RESPONSIBILITIES**

- Greet persons entering organization and direct to correct person, destination or resources.
- Answer telephone, screen and direct calls.
- Research and maintain knowledge of community resources and referral processes
- Maintain a knowledge of internal resources
- Deal with queries from customers and/or general public and determine caller needs.
- Perform assigned duties to include, but not limited to: create/modify documents, create/enter information into databases, filing, copying, and faxing.
- Complete forms for check-out/check-in/payment (cash, check, credit/debit card) for durable medical equipment.
- Assure reception area is consistently welcoming, professional and efficiently organized.
- Support staff in project-based work, as requested.
- Assist with fundraising activities including mailings, program events and grant applications.
- Complete tasks in a timely fashion.

- Keep all program information confidential.
- Perform any other duties as assigned.

## **IMPORTANT SKILLS AND CHARACTERISTICS**

- Enhances the image of disAbility Connections in person, by telephone, and in written communication. An effective communicator. Attentive and respectful of others; a good listener. Uses professional demeanor with face-to-face, written or telephone contact.
- Completes all reports by deadline, including but not limited to: timesheets, expense reports, monthly activity reports, billings, and grant applications.
- Contributes to the team. A productive and conscientious worker who takes on a fair share of the workload. Takes initiative to assist others during periods of less intense workload. Is helpful when special projects require additional work.
- Completes and maintains all Consumer Services Records in compliance with the Federal Quality Assurance Standards and Indicators in the required data collection tools.
- Maintains a positive working relationship with consumers, co-workers, referral sources, and others to encourage positive relationships. Arrives at job, appointments, meetings, on time and prepared.
- Articulates the disAbility Connections, Inc. mission, Independent Living goals and accurately describes its program services and outcomes.
- Models integrity, personal and professional ethics and maintains confidential consumer information in adherence to applicable HIPAA guidelines.
- Maintains a neat and orderly office.
- Demonstrates resourcefulness, initiative and follow through as required for the effective delivery of disAbility Connections services.
- Meets outcomes listed in the Fiscal Year Work Plan as outlined in the disAbility Connections Performance Evaluation.

## **PHYSICAL REQUIREMENTS**

This job requires the ability to perform the essential functions contained in this job description.

Reasonable accommodation will be made for otherwise qualified applicants unable to fulfill one or more of these requirements. These include but are not limited to the following requirements.

- Ability to enter and retrieve information into the computer.
- Ability to bend and reach office files, materials and equipment.
- Ability to make and receive telephone calls.
- Ability to travel in the regional service area of the agency and occasionally within the state for other meetings or trainings.

## **WORK ENVIRONMENT**

Work in the disAbility Connections office, community settings and travel throughout the region to attend meetings and other activities related to disAbility Connections.

This job description is not intended to be and should not be construed as an all-inclusive list of responsibilities, skills, and effort; or working conditions associated with the position. While it is intended to be an accurate reflection of the job requirements, disAbility Connections reserves the right to modify, add or remove duties and to assign other duties as necessary.

**This is a nonexempt; full time position at 40 hours per week.**

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**Customer Relations and Information Specialist**

**Date**

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**Services Director Signature**

**Date**

Created: MAR2022