

Customer Support-Front Desk
Job Description
October 2019



Position Title: Customer Support-Front Desk

Supervisor:
Customer Support

Supervises:
Non applicable

Basic Function:

Under the direction of the Office Manager, Customer Support is responsible for providing exceptional front line customer service to our constituents by forging strong connections. Customer Support is expected to effectively communicate knowledge of all TCH functions to our customers, particularly possessing a strong knowledge of our program offerings, to help The Community House remain a meaningful place to engage. Additionally, meaningful support is provided to administrative staff through a wide variety of administrative tasks.

Knowledge, Skills, Abilities:

- Ability to provide excellent verbal and written customer service.
- Ability to effectively utilize computer systems to access information, process registrations and refunds, print reports and support administrative staff.
- Basic knowledge or ability to learn operations of Microsoft office suite, Outlook email, phone systems, and Activenet registration system.
- Possess a strong attention to detail; specifically when guiding customers through agency forms, processes and procedures.

Responsibilities:

- Ensure exceptional customer experiences that support The Community House brand with great service, the desire to create strong customer relationships, and help provide a meaningful place to engage by greeting guests, answering phones, providing accurate information and guiding customers through the registration process.
- Have a strong understanding of seasonal programming and be able to effectively share knowledge of programming with customers in person, over the phone and via electronic communication.
- Have a basic understanding of all TCH operations and be able to effectively communicate information about: programming, the Counseling Center, facility rentals, Willowbrook Corner programming, our volunteer opportunities, our fundraising events, and our non profit status.
- Effectively utilize computer systems to access information, process registrations and refunds, print reports and support administrative staff.

- Effectively contact and inform customers of changes, cancellations, and other program information.
- Work as a team player in support of other departments as needed, including but not limited to; clerical requests, data entry, marketing support, customer communication, providing rosters, clip/sort newspaper articles, special projects, meeting preparation and report preparation.
- Report daily operational needs, problems and customer feedback to supervisor.
- Understanding and adherence to all agency policies and procedures, including safety and emergency procedure protocols.
- Perform other duties as assigned.

Additional Considerations:

Must have the ability to multi task, possess good judgement, read, write and fearlessly serve customers in an efficient, knowledgeable and pleasant manner. Critical thinking using logic and reasoning to identify the needs of a customer and proactively develop solutions to help meet those needs.

Education/Experience:

Education: High School or equivalent

Experience: Experience with customer service and cash handling preferred. Ability to utilize or learn basic functions of Microsoft office suite and Activenet registration system.

Physical Qualifications:

Walking: to operate office equipment

Talking/hearing: to communicate with staff and clients

Sitting: to work at a computer

Standing: to assist with customers and projects

Reaching: to write at desk and retrieve files/information

Pulling: to open doors and drawers

Stooping/Crouching: to retrieve files/information from lower drawers

Seeing: to obtain information from written manuals

Hours

Hours range from 10-20 hours per week and could sporadically be more during high volume periods and based on the needs of the organization. Hours are scheduled by the Office Manager and can include days, evenings and weekends.