

JOB OPENING (JOB CODE: WW001)

[JOB TITLE:] Customer Support Assistant

[SALARY BASE:] \$27,364/annual

[CONTACT:] Human Resource Department, 2701 S. Chase Avenue, Milwaukee, WI 53207

[LOCATION:] Milwaukee

[STATUS:] Full Time [TERM:] Regular

[CLOSING DATE:] Until Filled

[APPLICATION DEADLINE:] Until Filled

[NUMBER OF OPENINGS:] 2

[JOB TYPE:] Internal/External

[SUMMARY:]

Under the supervision of the Supportive Services/Quality Assurance (QA) Manager, this position is responsible for providing reception, clerical, switchboard, and program specific customer support in the day-to-day operations of UMOS Job Center; providing quality customer and host services to building guests and program applicants/participants; and providing quality customer service to ensure Job Center visitors are receiving the attention they need with respect to program access and communication with staff members.

JOB DUTIES:

- 1) Serve as the initial point of contact for incoming Job Center traffic on behalf of UMOS and co-located partner agencies.
- 2) Understand and respond clearly to Job Center and agency staff, and visitor requests, by phone or in-person, with diplomacy and professionalism in a timely fashion; work to diffuse angry customers, communicating effectively to resolve issues.
- 3) Communicate professionally and effectively (verbally and in writing).
- 4) Operate a multi-phone line system, directing calls to the correct staff member or department; retrieving voicemail messages; documenting them; and distributing messages to the appropriate personnel.
- 5) Schedule appointments for UMOS program applicants/participants to meet with staff members and/or provide direction to contact appropriate partner agency staff or other community resources.
- 6) Troubleshoot general case issues related to UMOS workforce development programs, gather data from customers, directing them appropriately.
- 7) Provide clerical support to program personnel, including receiving phone calls, (re)scheduling appointments, collecting documentation from applicants/participants, making copies, etc.
- 8) Provide all mail services for Job Center personnel, including receiving and date-stamping incoming faxes and mail, distributing faxes and mail to staff, and posting outgoing mail.
- 9) Provide technical assistance, training and support to new customer support staff and provide back-up coverage to other customer support staff members.
- 10) Perform CWW (data system) queries and enter CWW case comments to ensure Job Center visits are documented.
- 11) Assist with the ordering, monitoring, accounting and distributing transportation assistance to UMOS program participants.
- 12) Receive and track office supply requests from staff members; check supply storage and place orders with vendors, when needed; and distribute office supplies to staff members in a timely fashion.
- 13) Maintain office supply order/purchase records and receipts, including UMOS purchase orders, packing lists, and invoices for submission to UMOS Accounting Department.
- 14) Maintain and update Job Center staff and partner agency phone directory at all times.
- 15) Maintain Job Center conference and meeting room schedules ensuring they are current and up to date; respond timely to room reservation requests from staff, management, and partner agencies.
- 16) Operate various standard office machines, which include personal computer, various software, facsimile machine, calculator, printer/copier, and shredding machine, etc.; replace empty toner cartridges when notified by staff, and contact vendors for office machine repair immediately after becoming aware of the problem.
- 17) Perform filing, scanning, faxing, data entry, and routine clerical duties.
- 18) Process incoming program benefit checks accurately according to internal procedures.
- 19) Check designated facsimile machine twice daily; review for appropriate distribution and place in correct staff/department mailboxes.
- 20) Attend required meetings and trainings and perform special projects and other related duties, as assigned.

QUALIFICATIONS:

- 1) Minimum of a High School Diploma (or equivalent) supplemented by either 6 months of post-secondary education, or equivalent related training.
- 2) Minimum one year of professional experience in customer service or related industry.
- 3) Demonstrated through education and experience, knowledge of corporate office etiquette and customer service-oriented practices and procedures.
- 4) Ability to work with confidential information and documentation.
- 5) Demonstrated organizational skills and strong attention to detail in data entry and/or clerical work.
- 6) Must possess awareness, knowledge and sensitivity to socioeconomic and culturally diverse backgrounds of the target populations served.
- 7) Demonstrated ability to speak clearly, pleasantly and courteously; must possess good listening/comprehension skills and have the ability to prescreen applicants and to digest program facts and interpret them to visitors and applicants for services.
- 8) Demonstrated ability to record data and professionally deliver messages/written communications successfully to other program staff members; ability to communicate effectively with all levels of staff and management in writing and verbally.
- 9) Knowledge and experience with client tracking/scheduling programs and with a multi-phone line system.
- 10) Knowledge and experience in current version of Microsoft Office Suite (e.g. Office 365/Office 2016 or higher), including Word, Excel, Outlook, with demonstrated ability to effectively use multiple computer applications simultaneously.
- 11) Demonstrated time management skills with the ability to perform comfortably in a fast-paced, deadline-oriented work environment, and ability to successfully execute multiple projects at one time.
- 12) Ability to work diplomatically with difficult people and diffuse angry customers quickly and effectively.
- 13) Demonstrated familiarity with workforce development programs' policy preferred.
- 14) Bilingual in English/Spanish verbal and written ***required***.
- 15) Must be able to travel and work irregular hours.

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Equal Opportunity Affirmative Action Employer

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