JOB OPENING (JOB CODE: WW001)

[JOB TITLE:] Customer Support Assistant  

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

[LOCATION:] Milwaukee

[CLOSING DATE:] Until Filled

[NUMBER OF OPENINGS:] 2

[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.

CLICK HERE TO APPLY FOR THIS JOB.

Equal Opportunity Affirmative Action Employer

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