

Customer Service Manager

Reports To: Director of CRC

SCOPE:

CHN's Community Resource Center serves the community with counseling, education, and utility assistance resources. The Customer Service Manager will need to delegate work among the appropriate staff and must ensure the work place runs effectively and efficiently. The Manager will provide input on processes and pull data for reports that are required by the funder. The Customer Service Manger will oversee projects for several departments including by not limited to: HEAP appointments, overflow of calls from the front desk, and marketing of the Call Center Services.

Qualifications:

- Must have a Bachelor's degree in Urban Studies or related field
- Must be proficient in all Microsoft Office applications
- Strong interpersonal skills
- Ability to multi-task
- Excellent time management
- 3+ yrs in a supervisor role
- 5+ yrs experience dealing with the general public

Duties and Responsibilities:

- Oversee production; including creating and updating monthly reports and track performance
- Communicate with funders to help resolve client issues
- Help develop tools to measure and improve customer service
- Review program data and help implement new ways to track data
- Delegate duties to staff while performing your own duties
- Track results of surveys, referrals, and phone calls

If you are interested and meet the qualifications for this position please submit your cover letter and resume to Sandra Prokop in Hr via email at sdurda@chnnet.com or via mail at 2999 Payne Ave Suite 306 Cleveland, Ohio 44114.