Central Association for the Blind and Visually Impaired

**Job Description**

**Job Title:** Contact Center Representative for the DOT

**Department:** Central Industries

**Reports To:** Contact Center Manager

**FLSA Status:** Non-Exempt

**STATEMENT OF PURPOSE**

Provide outstanding customer service. Become proficient in handling inbound & outbound calls for assigned account/contract. Complete verification, data entry, maintain customer database, research and resolve customer problems.

**GENERAL REQUIREMENTS**

Requires a high level of dependability, professionalism, confidentiality, communication and interpersonal skills as well as computer proficiency and excellent customer service skills. Must have a positive attitude, empathy, sensitivity, and the ability to get along with a wide variety of personalities.

**KEY JOB ELEMENTS**

Manage and respond to contract traffic (telephone calls, emails, faxes, etc.) using customer-oriented etiquette.

Identify, assess, and resolve carrier issues and concerns, assuring that contract service levels and objectives are met.

Greet carriers, establish rapport, and project professional tone within established service standards.

Must be able to maintain strict confidentiality of sensitive information.

Educate and assist carriers through the DOT process and regulations.

Utilize prescribed software to document, process and/or track all customer data and follow-up accurately.

Contribute to the overall efficiency and effectiveness of the department and the agency by performing all other duties as assigned.

Adapts to change and completes other duties as assigned by manager.

Consistently achieves annual performance objectives.

# COMMUNICATION SKILLS

Ability to clearly communicate concepts, processes and methods to a variety of audiences. Ability to read, analyze and interpret technical procedures and governmental regulations. Ability to effectively present information and respond to questions from groups of managers, clients, carriers and the general public.

**COMPUTER/TECHNICAL SKILLS**

Computer proficiency, including Microsoft Office Suite and Internet navigation. Must have excellent data entry and keyboarding skills. Ability to gather, verify and conduct comparisons of carrier information.

**REASONING ABILITY**

Ability to define problems, collect data, establish facts and draw valid conclusions.

**PHYSICAL DEMANDS**

Regularly required to speak and listen through a telephone/computer headset. The employee frequently is required to use hands to manipulate, handle or feel objects or keyboard, and reach with hands and arms. The employee is frequently required to type or input information into a computer via keyboard. The employee is occasionally required stand, walk, and sit. May occasionally lift and/or move up to 10 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT**

No travel. Occasionally exposed to mechanical parts. Noise level is moderate to high.

**EDUCATION and/or EXPERIENCE**

A high school diploma or GED, one-year experience in customer service and/or Call Center industry, or an equivalent combination of education and experience is required.