



MISSION

To provide assistance and advocacy for people in financial crisis, helping them move toward self-sufficiency.

JOB DESCRIPTION: CUSTOMER SERVICE REPRESENTATIVE

POSITION TITLE: Customer Service Representative
REPORTS TO: Director of Customer Service and Welcoming Experience
FLSA: Non-Exempt
LAST REVISED: April 2022

POSITION SUMMARY

Crisis Assistance Ministry provides basic needs for families and individuals in poverty, including coaching and connections to other resources to foster housing stability. The **Customer Service Representative** provides excellent service to guests and customers of the Agency, serves as the initial point of contact and relief for those seeking assistance, and accurately receives, triages, and intakes customers seeking emergency financial assistance or provision of basic needs.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Serve as the primary point of contact and ambassador of dignity and respect, helping lessen the stress and anxiety associated with being in a financial crisis
- Assist guests and customers with navigating the processes and procedures for receiving help from the agency and community at large
- Support cheerful customer, volunteer, donor, and partner agency relations by answering phone calls and e-mails
- Obtain and accurately document specific information regarding requests for financial assistance, whether in person or via our website, including the uploading of associated documentation
- Contact appropriate vendors to verify the nature of the emergency presented and assist with securing documentation for customers
- Advocate for customers with special or unique circumstances

EXPERIENCE, EDUCATION, SKILLS

Passion and Teamwork:

- Proven passion for serving people in poverty
- Highly collaborative and energized by a fast-paced environment
- Excited about working in a rapidly changing environment with people dedicated to customer dignity

Skills and Expertise:

- Minimum 2 years of demonstrated experience serving clients in the human services field, preferably in the nonprofit sector
- Proven passion for serving people in poverty and desire to work towards making Charlotte-Mecklenburg a better place for all
- Experience working directly with people from diverse racial, ethnic, and socioeconomic backgrounds
- Ability to communicate fluently in both English and Spanish languages is preferred
- Experience related to serving individuals from historically oppressed populations
- Ability to interact with customers who have special or unique needs

- Comfortable working in a team environment
- Willingness to work a flexible schedule, including evenings and weekends
- Outstanding organizational and communication skills
- Demonstrated interpersonal/relationship building skills
- Self-motivated; able to work independently and as a team member
- Working knowledge of Salesforce or other CRM
- Proficient with Microsoft Office Suite: Word, Excel, PowerPoint, Outlook

WORK ENVIRONMENT

- Monday through Friday, 8:30 AM to 5:00 PM are general business hours
- Willingness and flexibility to work after business hours and on weekends as required
- While performing the duties of this position, the employee works primarily in an office environment and is required to work predominantly sitting, standing, walking, bending, typing using a computer, answering the telephone, and reaching with hands and arms
- Expected to maintain the workspace in a safe manner, free from safety hazards, and should seek a quiet and distraction-free working space to the extent possible

GENERAL INFORMATION

The above statements describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of duties, responsibilities, and skills required of personnel so classified. This job description should not be construed to constitute contractual obligations of any kind or a contract of employment between Crisis Assistance Ministry and any employee. Employment at Crisis Assistance Ministry is “at will,” and either party can terminate the employment relationship at any time, with or without just cause.

ABOUT CRISIS ASSISTANCE MINISTRY

Crisis Assistance Ministry is Mecklenburg County’s Agency offering emergency assistance to low-income families. Specifically, Crisis Assistance Ministry helps families facing financial crisis by providing for **basic needs**, including emergency rent and utility assistance, clothing, furniture, beds, appliances, and household goods; fostering **economic mobility** through partnerships, one-on-one coaching, and support that help families rebuild financial stability; and empowering the community to **advocate** for people facing poverty. On a typical day, nearly 100 families seek assistance through the independent, nonprofit agency in Charlotte. Visit crisisassistance.org or follow us on [Facebook](#), [Twitter](#), and [Instagram](#) to learn more.