



## MISSION

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

## JOB DESCRIPTION: CUSTOMER SERVICE REPRESENTATIVE (Bilingual)

---

POSITION TITLE: Customer Service Representative, Bilingual  
REPORTS TO: Chief Customer Experience Officer  
FLSA: Non-Exempt  
LAST REVISED: February 2024

### POSITION SUMMARY

Crisis Assistance Ministry provides essential support to families and individuals facing poverty, offering coaching and connections to resources to promote housing stability. As the main point of contact for guests and customers, the **Customer Service Representative** ensures outstanding service and assistance for those seeking help. They advocate for unique customer needs and collaborate effectively with the team to address complex situations. Additionally, they handle inbound calls with professionalism and empathy, guiding callers through agency processes and providing tailored information.

### PRINCIPAL DUTIES AND RESPONSIBILITIES

#### Essential Functions: Intake

1. **Compassionate Support:** Provide empathetic support to individuals in financial crisis, offering reassurance and assistance to alleviate stress and anxiety.
2. **Navigate Assistance Processes:** Assist customers in navigating emergency financial assistance procedures, offering clear guidance and support.
3. **Maintain Positive Relations:** Foster positive relationships with customers, volunteers, and partner agencies by promptly addressing inquiries and upholding excellent customer service standards.
4. **Accurate Documentation:** Obtain and document specific information regarding financial assistance requests accurately, facilitating the processing of requests by uploading necessary documentation.
5. **Verification and Collaboration:** Contact vendors to verify emergencies presented by customers and collaborate with internal and external partners to expedite assistance delivery.
6. **Advocate for Customers:** Advocate for customers with unique circumstances, ensuring their needs are sensitively addressed, and identify alternative solutions as needed.

#### Essential Functions: Inbound Calls

1. **First Point of Contact:** Address inbound calls with professionalism and empathy, providing timely and courteous assistance to callers.
2. **Navigate Agency Processes:** Assist customers in understanding agency processes and procedures, offering clear explanations and guidance.
3. **Provide Tailored Information:** Offer accurate and detailed information tailored to individual customers' needs to address concerns effectively.
4. **Maintain Knowledge:** Stay updated on agency programs and services to provide relevant assistance and information.
5. **Advocate for Customers:** Advocate for customers with unique needs, ensuring their concerns are understood and addressed sensitively.
6. **Collaborate for Solutions:** Collaborate with the team to find appropriate solutions for complex customer needs, ensuring comprehensive support.

## EXPERIENCE, EDUCATION, SKILLS

### Passion and Teamwork:

- Demonstrated passion for serving people in poverty.
- Highly collaborative and thrive in a fast-paced environment.
- Excited about contributing to a team dedicated to customer dignity.

### Skills and Expertise:

- Minimum 2 years of experience serving clients in human services, preferably in the nonprofit sector.
- Experience working directly with diverse racial, ethnic, and socioeconomic backgrounds.
- Ability to communicate fluently in English; Spanish preferred.
- Comfortable interacting with customers with special needs.
- Proficient in Microsoft Office Suite and Salesforce or other CRM.
- Excellent organizational, communication, and interpersonal skills.

## WORK ENVIRONMENT

- General business hours: Monday through Friday, 8:30 AM to 5:00 PM, with flexibility for after-hours and weekend work.
- Office-based work primarily, with sitting, standing, walking, and computer use.
- Maintain a safe and distraction-free workspace.

## 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, 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 120 families seek assistance through the independent, nonprofit agency in Charlotte. Visit [crisisassistance.org](https://crisisassistance.org) or follow us on [Facebook](#), [Twitter](#), and [Instagram](#) to learn more.