



CALL CENTER SPECIALIST I JOB DESCRIPTION

Job Title: Call Center Specialist I

Position Summary: This position is responsible for scheduling direct support staff for hours needed in the homes of the customers of Aurora Community Services as well as provide a wide range of information and support to both direct support staff and customers, handle and resolve customer concerns, document support services.

Essential Duties and Responsibilities include the following:

- Report to work as scheduled.
- Attend monthly department meetings as required.
- Ensure that all consumers have adequate staff to serve their needs as contracted.
- Maintain accurate schedules.
- Communicate open positions/shifts to Human Resources Department for hiring purposes.
- Assess, track, and control overtime.
- Complete weekly payroll signoff process.
- Enter schedules for new staff/operations.
- Communicate scheduling issues to staff, HR, Regional Directors, Program Directors and Program Manager II.
- Respond to incoming calls of varying nature for assistance
- Prioritize and direct calls to the appropriate resource
- Manage activities securely and confidentially
- Listen analytically and assist caller with problem resolution
- Provide on-call support for residential sites
- Assist in the orientation/training of new team members.
- Work with directors on personnel issues when needed.
- Send open shift report to upper management
- Run on-call, attendance, WWC, general reports
- Fax schedules to sites
- Prioritize and respond to emails
- Document calls made to staff
- Complete 1st report of injury as necessary
- Confirm new hire/on-site training is completed/Inform new hire of core schedule
- Other duties as assigned

Position Requirements:

- Associate's degree or equivalent from 2-year college/tech school, or 6 months –one year related experience/training, or equivalent combination preferred
- Excellent telephone skills-ability to manage multiple lines and respond to calls promptly
- Superior written and verbal communication skills
- Take initiative and work independently
- Organized, able to multi-task
- Accurate keyboarding, data entry, clinical skills
- Ability to work successfully in a team environment
- Great customer service skills
- Superior attention to detail

- High quality customer services sense of urgency
- Creative problem solving skills
- Ability to analyze and de-escalate calls as necessary
- Desire and drive to build and grow an expanding program, through commitment and enthusiasm with a fast moving company.
- Acceptable criminal background verification

Language Skills:

- Ability to effectively present information one-on-one and to small group.
- Ability to write reports and correspondence.
- Ability to respond to inquiries and complaints.
- Ability to effectively present information to management and staff.

Math Ability:

- Ability to add, subtract, multiply, and divide in basic units of American money and weight/measurement. 10 key knowledge helpful

Reasoning Ability:

- Ability to solve practical problems and deal with concrete variables in mostly standardized situations.
- Ability to interpret instructions in varied formats, including diagrams, oral, or written.

Computer Ability:

- Proficient in use of Windows applications: Microsoft Word, Excel, Outlook.
- Ability to learn new software.
- Ability to perform data entry.
- Knowledge of Kronos

Essential Physical Requirements:

- While performing the duties of this job, the employee is required to do the following: sit for long periods of time, operate a computer for extended periods of time, answer telephones, put supplies away, and load paper into equipment.

Work Environment: This position is required to work in a traditional office setting. The noise level in this environment is usually quiet to moderately noisy.