



1954 E. Houston., Suite 104 / San Antonio, Texas 78202
(210) 225-0071 • Fax (210) 225-6976

POSITION DESCRIPTION

TITLE	Customer Service Representative	SEND RESUME TO	Jobs@habctx.org
SUPERVISOR	Supportive Service Manager	DEPARTMENT	HCV Department
REGULAR/TEMP	Regular	FULL/PART	Full-time

General Summary

The Customer Service Representative (CSR) is responsible for the highest level of customer service for both clients and staff in providing a point of contact for walk in traffic, incoming telephone calls and providing office support to the HCV Department.

Essential Duties & Responsibilities:

Customer Services tasks

- Provides accurate information regarding program information to participants, co-workers, supervisors and the general public.
- Identifies and assesses client's concern and provides assistance through detailed and clear explanation.
- Resolves customer issues by demonstrating the ability to assist dissatisfied or frustrated callers through patience, compassion and understanding, while remaining professional and maintaining composure.
- Receive, review, stamp and document incoming paperwork from clients.
- Demonstrates excellent customer service to all internal and external customers at all times.
- Refers calls and e-mails to the proper personnel.
- Retrieves and updates information from HABC computer systems.
- Monitors the queue in the Assisted Housing Programs lobby and uses independent judgment to resolve waiting issues.
- Assists in the preparation and maintenance of data and documents requested.
- Maintains a work area that is neat and safe, positive and productive.
- Sign in vendors and visitors.

Office Responsibilities

- Open lobby at 8:00 a.m. and close at 5:00 p.m.
- Ensure lobby is clean and organized at all times.
- Order/procure office supplies.
- Receives and distributes incoming mail and faxes.
- Track the use of the Meter Mail.
- Special projects and other assigned duties as needed

Knowledge, Skills and Abilities

- Excellent computer skills to include Microsoft Office Suite – Word, Excel, PowerPoint, etc.
- Excellent oral and written communication skills.
- Excellent Customer service skills.
- Must be extremely organized and have a strong attention to details.

Minimum Qualifications

- High School diploma or GED.
- Two (2) years of experiences of costumer services and office environment.
- Proficient in Microsoft programs.
- Bilingual in English/Spanish.

Preferred Qualifications:

- Associate's degree or equivalent from a two-year college or technical school, with two (2) years of experiences as Customer Services Representative.
- Knowledge or experience on HUD Programs.

Supervisory Controls

- The employee has no supervisory responsibilities.
- The supervisor monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines.
- The coordinator is responsible for setting priorities to effectively manage their caseload and assist the department in accomplishing goals.

Physical Demands / Work Environment

- Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eye strain from working with computers and other office equipment.
- Work involves the normal risks and discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted, and ventilated.
- Position requires the need to sit, stand, bend and/or stretch for extended periods.
- Requires lifting, carrying and/or pushing up to 10 pounds.
- Occasional travel to various work locations in all weather conditions.
- Frequent repetitive hand movement (e.g., typing).

Mental and Physical Abilities:

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.