



Job Title	<i>Customer Care Specialist</i>
Department	<i>Homeless Prevention Program</i>
Reports to	<i>Associate Program Director</i>
Location	<i>Washington, DC</i>
Position Type	<i>Regular, Full-time</i>
Exemption Status	<i>Non-Exempt</i>
EEO Classification/ Date	<i>5700/ 02.2024</i>
Salary	<i>\$48,000 – 55,000</i>

General Summary

The Customer Care Specialist is a key member the Rapid Rehousing for Families Program (FRSP) team, program that provides short-term rental assistance to families at risk of homelessness. The Customer Care Specialist works under direct supervision of the Associate Program Director; and performs a myriad of clerical and customer support functions related to clients and landlords participating in the program, including receiving inquiries via phone and email from program participants, triaging the requests and escalating for resolution to the appropriate program staff, inputs data into designated systems and keeps the program team abreast of any outstanding issues experienced by the program participants. The incumbent is expected to be responsive to client and vendor communication and promote a professional office environment.

Essential Duties and Responsibilities

According to the ADA 1990, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Supplies high quality customer service and communication skills to provide phone, computer-based, and in-person support to resolve issues related to the FRSP program implementation.
- Answers, evaluates, and prioritizes incoming telephone, voicemail, e-mail, and in-person requests for assistance from clients and or landlords experiencing problems.
- Monitors and responds quickly and effectively to requests received from, FRSP program participants; owns issues through resolution.
- Interprets, evaluates, and escalates as appropriate inquiries or issues pertaining to clients and landlords participating in the FRSP program.
- Inputs data to online applications, databases, and spreadsheets with efficiency and attention to detail to maintain high-quality data standards.
- Provides continuous, timely status information in a professional manner to ensure customer satisfaction, keeping the program team abreast of major problems experienced by clients and landlords participating in the program.
- Performs other duties as assigned.

Qualifications

- Must have an Associates Degree or equivalent work experience;
- Must have a minimum of 3 years' experience in customer or social services;
- Must be authorized to work in the U.S.;
- Must successfully complete a criminal background investigation;
- Familiarity with homeless services a plus;
- Knowledge of Microsoft Office Suite;



Job Description

- Ability to multitask and pay attention to detail.
- Skilled in oral and written communication.

Working Conditions

While performing the duties of this job, the employee works regularly in an office setting.

Physical Requirements

While performing the duties of this job, the employee will frequently sit, stand, walk and reach. May need to lift files or packages periodically.

Other Duties

This job description is intended to describe the general nature and work performed by employees, but is not a complete list of activities, duties or responsibilities required of personnel. Furthermore, other duties, responsibilities and activities may change or be assigned at the discretion of the employer.

Direct Reports

None

Signature

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: _____

Employee Signature: _____

Date: _____

Approved By:	
Date Approved:	
Reviewed:	

