



Customer Service Associate / Facility Coordinator

Position Summary

Provides assistance to staff at the assigned work location, including performing common office tasks. Duties include scheduling events, responding to general inquiries, performing data entry, providing basic customer service, and answering telephones. Coordinates the day-to-day operations of the center including tracking facility use, operations and staffing, ordering supplies, scheduling events, ensuring a clean and professional appearance. This position reports to the Workforce Center Coordinator.

Primary Responsibilities

1. Receives initial contacts (telephone and walk-in) and routes customers to appropriate staff or resources using friendly, professional communication techniques.
2. Compiles data for the workforce center to ensure accurate, timely records and information are available using organizational documents and standard computer programs (e.g. Word and Excel) as necessary.
3. Prepares monthly workforce center reports.
4. Supports co-workers to facilitate customer service using appropriate clerical, computer, and interpersonal skills.
5. Contributes ideas and talents to organizational activities to ensure goals and objectives of the company are achieved in accordance with strategic plans.
6. Maintains office supply area and orders supplies as needed.
7. Coordinates and maintains the scheduling of all events in the workforce center, including seminars, meetings, testing, and resource area coverage. Reports any issues that affect center operations to supervisor including building issues, staff availability and scheduling considerations.
8. Monitors building for damage or maintenance needs. Reports building maintenance needs to Owner for repair and to Operations Manager.
9. Ensures clean and professional appearance of center for all functions including setting up tables and chairs as needed.
10. Completes other duties as assigned.

Knowledge, Skills & Abilities

1. Customer Service: To recognize, anticipate, and meet customer needs promptly and courteously.
2. Job Knowledge: To understand, apply, and continually enhance technical, professional, and business practices, particularly with regard to general office procedures and interpersonal proficiency.
3. Communication: To communicate competently – orally and in writing – express ideas clearly, listen effectively and respond appropriately, and keep others informed, as necessary.
4. Productivity: To organize, plan, and execute work with minimal supervision; demonstrate innovation when possible; and accomplish the desired quantity of work or outcomes at an acceptable level of quality.
5. To use common office equipment as well as personal computers and office-related software products.
6. To maintain accurate and orderly records with attention to details.
7. Knowledge of SWN programs as well as assistance available throughout the Susquehanna Workforce System.
8. Ability to schedule a variety of activities in multiple locations within the building.

Qualifications

Note: Any acceptable combination of education, training and experience that provides the knowledge, skills and abilities requested below may be considered.

Training and/or Education

- High School Diploma or GED.

Experience

- Experience related to telephone and computer use, customer service, and organizing tasks and information.

Licenses or Certificates

- None.

Working Conditions

Physical Demands: Work is primarily performed part in an office setting, sitting at a desk or computer station.

Unusual Demands: The work involves frequent interruptions.

FLSA Status:

Non-exempt.

Salary Range:

\$30,000 – \$49,500