



WESTERVILLE AREA RESOURCE MINISTRY

JOB DESCRIPTION

JOB TITLE:	Help Center Coordinator	DATE:	10/21/2021
INCUMBENT:		FLSA STATUS:	Non-Exempt
DEPARTMENT:	Client Services	PREPARED BY:	Doug Bierl
REPORTS TO:	Client Services Manager	APPROVED BY:	Executive Director

PRIMARY OBJECTIVE:

In furtherance of the Mission of WARM, the primary responsibility is to assist clients with ordering through WARM's ONLINE *Choice Market* using the software SmartChoice, and answering questions about ordering or about WARM services.

NATURE AND SCOPE:

This position reports to the Client Services Manager and regularly interacts with clients, volunteers, staff members, and sometimes representatives of community groups and agencies in order to provide for the needs of clients.

This is a part-time hourly position, working 4 to 5 hours per day Monday through Friday (20 to 25 hours per week). Hours of duty will generally be Monday thru Friday, 9:00 AM to 2:00 PM, but may be adjusted based on optimal Help Center hours of operation.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage the day-to-day operations of the Help Center, including coordinating volunteer staffing and scheduling.
- Receive and handle inbound client and prospective client calls to the Help Center.
- Collect needed information to sign up clients for the ONLINE *Choice Market*.
- Make outbound calls to follow up on first orders and to check in with clients who haven't ordered on cycle.
- Train Client Assistant volunteers working in the Help Center.
- Become an expert in the online ordering software SmartChoice, and proficient in its use for taking client orders, as well as adding new clients.
- Enter the daily order schedule in the pantry software, FreshTrak (PantryTrak).
- Capture notes about client interactions in the case management software, Apricot.
- Become familiar with the services provided by WARM to know how to answer or direct questions.
- Revise, and update the "script" or call guidelines and FAQs for the Help Center volunteers to most appropriately meet the needs of clients.
- Use language translation services to serve non-English speaking clients who call the Help Center.
- Monitor and evaluate the effectiveness of the Help Center, making adjustments as needed for improvement.

- Communicate and coordinate with Volunteer Services, Nutritional Services, Facilities, and the Client Services team, as needed for the Help Center to function effectively and for order fulfillment through the ONLINE Choice Market.
- Assist Nutrition teams in updating inventory in SmartChoice.
- Prepare a monthly summary of call activity, issues, and opportunities.
- Perform other duties as assigned by the Client Services Manager or the Executive Director.
- Keep abreast of call center technology and approaches for effective operations.

DECISION-MAKING:

The position requires the ability to make decisions quickly and independently, yet knowing when to involve others or seek input from the Client Services Manager, others on the management team, or other staff. The incumbent must have the ability to collect and preserve data, establish facts and draw conclusions. The incumbent must have the ability to complete various duties while simultaneously maintaining the Help Center's standards, processes, and guidelines.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill and /or ability required.

- B.S./B.A Degree in Communications, or a High School diploma with minimum of three years of experience in a Customer Service related field.
- Call center experience is preferred.
- Communicates effectively in-person and by phone.
- Strong verbal and written communication skills.
- Attention to detail.
- Highly organized and able to address multiple tasks simultaneously.
- Excellent listening skills.
- Patient and remain calm, especially when confronted by frustrated people.
- Bi-lingual in English and Spanish is desirable.
- Excellent leadership and interpersonal skills.
- Ability to perform independently, yet within a team environment.
- Work in an ever-changing, variable-paced environment.
- Compassion and empathy for those who are struggling financially or going through life challenges.
- Comfortable using different technology and proficient in Microsoft Office software, including Word, Excel, Power Point, and Outlook, and database management.

PHYSICAL REQUIREMENTS AND ENVIRONMENT:

The physical requirements and work environment described is representative of those an employee may encounter while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the ability to occasionally lift up to 25 pounds. The employee sits up to 5 hours in a day and stands and walks intermittently. The employee is frequently required to reach with both hands and arms, along with occasionally stooping, kneeling or crouching. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The employee is frequently required to talk and listen. All functions take place inside with optimal lighting in average room temperature.

Business casual attire is recommended except when meeting with community leaders / organizations at which time business attire is recommended.

EOE