



Kalamazoo Loaves & Fishes Job Opening

Title: Call Center Assistant – Part-time
Reports To: Call Center Coordinators

Summary Description: Assists in the day-to-day operation of the Grocery Pantry Program's Call Center.

Major Activities:

1. Assist in setting a customer-friendly tone in the call center, consistent with KLF's core values.
2. Assist in Providing work direction and training to volunteers.
3. Assist in maintaining positive relationships with the Call Center Volunteers
4. Answer the dedicated caseworker line to assist with referrals & pickups
5. Serve walk-in clients and clients in the food request line queue
6. Resolve customer eligibility issues/complaints; escalate calls to Call Center Coordinator as appropriate
7. Provide prompt service to our pantry partners as it applies to client information, fax lists and updates to scheduling as assigned
8. Implement record-keeping activities within client database according to established procedures
9. General office tasks including copying, filing, and routine office clean-up.
10. Other duties/projects as assigned.

Principle Accountabilities:

1. Customer friendly, values-driven operation of the Call Center.
2. Call Center record keeping is executed according to policies and procedures
3. Call Center service meets the needs of KLF's Grocery Pantry partners.
4. Call Center service meets the needs of KLF's referral sources.
5. Routine problems are recognized and solved appropriately.

Job Qualifications

- Minimum of High School Education.
- Ability to accurately understand and follow written and oral instructions.
- Ability to communicate clearly verbally and in writing.
- Ability to work with a diverse volunteer and client population.
- Ability to engage volunteers in constructive and positive relationships
- Ability to provide leadership in demonstrating and achieving a customer friendly, values-driven Call Center operation
- Ability to demonstrate problem recognition and problem solving skills

Please send cover letter & resume to Ms. Bell, mebell@kzoolf.org
or mail/drop off at 901 Portage Street, Kalamazoo, MI 49001

Deadline Thursday, November 12, 2015 at 5 pm