



## Job Description

<b>Job Title:</b> Customer Service Support Specialist <b>(Temporary Position – Ending August 2012)</b>		<b>Department/Program:</b> Nassau Service Center	
<b>Posting Date:</b> May 10, 2012		<b>FLSA Status:</b> Non-exempt	
<b>Please submit cover letter and resume to <a href="mailto:careers@fssnf.org">careers@fssnf.org</a></b>			
<b>FSS Mission Statement</b>			
<b>The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.</b>			
<b>Organizational Expectations</b>			
<b>Commitment</b> – As the lead Child Welfare Agency in North Florida FSS prides itself on our employees' commitment to the agency and the children and families we serve. This is demonstrated by being available at a moments notice to assist clients regardless of the time of day. This is also demonstrated by employees' commitment to maintain consistent attendance and punctuality.		<b>Career Development</b> – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals.	
<b>Professionalism</b> – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.		<b>Teamwork</b> – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork.	
<b>Responsible Citizenship</b> – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.		<b>Customer Service</b> – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service.	
<b>Job Summary:</b>			
The Customer Service Representative is responsible for a variety of customer service and administrative duties. However, the primary responsibility of this position is to provide superior support to the FSS staff and excellent customer service to callers, visitors, and clients of Family Support Services of North Florida. The individual in this position will help manage the flow of clients/visitors entering the facility at Nassau and the incoming flow of calls.			
<b>Minimum Qualifications:</b>			
<b>Education</b>		High school diploma or GED required.	
<b>Experience</b>		Two years experience in customer service and clerical/administrative roles.	
<b>Minimum Qualifications</b>		<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p><i>Ability to:</i></p> <ul style="list-style-type: none"> <li>• Manage difficult situations in a professional and positive way.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Respond well to direction.</li> <li>• Learn quickly.</li> <li>• Work with a diverse group of individuals.</li> <li>• Work in a fast-paced environment and respond to changes in priority.</li> <li>• Organize files and records.</li> <li>• Perform basic arithmetical calculations.</li> <li>• Correct spelling, punctuation and grammar.</li> <li>• Type letters, memoranda and other standard business forms in correct format.</li> <li>• Ability to communicate effectively.</li> <li>• Establish and maintain effective working relationships with others.</li> <li>• Write reports and correspondence.</li> <li>• Speak effectively before small and large groups.</li> <li>• Solve problems and deal with a variety of variables with a minimum of direction.</li> <li>• Interpret a variety of instructions furnished in written or oral form.</li> </ul> <p><i>Knowledge of:</i></p> <ul style="list-style-type: none"> <li>• Excellent Customer Service Skills both verbal and written</li> <li>• Expert in Microsoft Office, including Word Processing</li> <li>• Excellent organization and follow-up skills.</li> </ul>
<b>Licensure, Certification, and/or Registration</b>	Valid Driver's License and acceptable driving record.
<b>Job Duties</b>	
<b>Essential Duties</b>	<b>% of Time</b>
Provides assistance to the Family Services Counselor by: <ul style="list-style-type: none"> <li>• Maintaining and filing records on all cases, including correspondences, action documents, health records, and other documentation related to each case.</li> <li>• Preparing and maintaining reports (including logs) by researching case information, compiling data and submitting reports to the appropriate sources.</li> <li>• Preparing adoption packets</li> </ul>	50%
Provides transportation services directly to children and families based on specific requests.	20%
Help coordinate office meetings by scheduling meetings, producing agendas and sign-in sheet, making appropriate copies, etc.	15%
Supervise visits and reports results of the visits to the Family Services Counselor. May be asked to babysit children.	10%
Assist in the preparations for Dependency Court hearings	5%
Perform other duties.	As needed.
<b>Supervisory/Decision Making Authority</b>	
Does the position require customary supervision and management of <u>at least 2 or more</u> full-time employees? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
Enter the number of direct reports and their position titles: n/a	
Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows: <ol style="list-style-type: none"> <li>1. Determine who to refer clients to for services.</li> <li>2. Determine safety threats and appropriate entry of individuals visiting the site.</li> </ol>	
<b>Contribution and Impact</b>	
A summary of results or outcomes the position is accountable for is as follows: Helping to ensure that the Nassau Facility staff is operating in the most efficient and effective way possible.	



Family Support Services  
OF NORTH FLORIDA INC.

**Strategic Value**

This position contributes to the business unit's overall strategy by ensuring that our agency is viewed as the model for all of our subcontractors in the area of customer service, interactions and delivery.

**PHYSICAL REQUIREMENTS: (R=Required P=Preferred)**

Sitting   R   Standing   R   Walking   R   Lifting   R   (approx. 50 lbs.) Carrying   R   (approx 50 lbs)  
Kneeling   R   Pushing/Pulling   R   Bending/Stooping   R   Climbing   R   Reaching   R    
Crawling/Crouching   R   Grasping   R   Turning   R   Repetitive Motions    Color Recognition  
  R   Depth Perception    Reading   R   Hearing   R   Other (describe)   

**HAZARDS: (X=Potential Exposure)**

Proximity to moving mechanical parts    Electrical current     
Toxic or caustic chemicals    Radiation    Biohazards (airborne or contact)    Housekeeping  
and/or cleaning agents    Flammable, explosive gases    Human-borne pathogens     
Other:   

**SKILL REQUIREMENTS: (R=Required P=Preferred)**

Drive motor vehicle   R   Prepare food    Typing/Keyboard   R   Word processing software   R    
Data base software   R   Spreadsheet software   R   Other software    Calculator   R   Operate  
office machines   R   (Fax, Copier) Verbal communication (including telephone)   R   Written  
communication (including composition)   R   Public speaking/group presentations    Team-oriented  
and collaborative interpersonal relationships   R   Respectful client relationships   R   Client  
assessment and evaluation   R   Retrieve and compile information   R   Verify data   R   Maintain  
records   R   Organize and prioritize information   R   Analyze and interpret information   R    
Investigate, evaluate and recommend action   R   Basic mathematical concepts (add, subtract,  
multiply, divide)   R   Advanced mathematical concepts (fractions, decimals, ratios, percentages,  
graphs)    Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas,  
equations, statistics)    Reasoning and logic   R   Sensitivity to service population's cultural and  
socioeconomic characteristics   R