



## **POSITION DESCRIPTION**

**TITLE: CUSTOMER SERVICE SPECIALIST**  
**DEPARTMENT: CALL CENTER**

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### **BASIC FUNCTION**

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Assist customers by answering a high volume of calls from participants, owners, property managers and applicants involved in or inquiring about the Housing Choice Voucher Program. Provides detailed information and program guidance on all aspects of the program about which the participants, owners, property managers, and applicants may have an issue, concern or interest. Also answers questions and provides direction on issues or program activity in Program Services, New Admissions, Special Programs, and Inspections Departments. Customer Service Specialists demonstrate exceptional customer service skills to assist callers with all requests and inquiries. This position is critical to building a positive customer service experience for the organization's clients and as such, it is scrutinized and supported by all levels of company management to attain top level customer service performance goals.

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### **ORGANIZATIONAL RELATIONSHIPS**

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**Reports to:**

- Call Center Supervisor

**Supervises:**

- None

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### **ESSENTIAL DUTIES**

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- Accurately explains in detail the process, status and results of annual and interim recertifications, transfers, inspections, abatements and other aspects of CVR's broad array of other activities associated with Voucher Services, Special Programs, Intake and Inspections Departments.
- Accurately expedites customer inquires and requests to Program Services staff via Salesforce and email.
- Accurately provides detailed information to voucher holders regarding information necessary for the recertification process; advises applicants of their status in New Admissions; address calls regarding landlord/tenant issues and takes the necessary steps for resolution.
- Accurately submits requests for change in family composition, change in income, and requests to move from one unit to another unit.
- Appropriately connects calls to the Inspection Call Center for scheduling annual, initial, complaint/emergency inspections in addition to other Inspection Department functions.
- Appropriately connects calls to the HCV Finance Call Center as necessary.
- Provides general inspection information to both participants and owners.
- Accurately and appropriately document call notes and/or case comments into internal systems (i.e., Yardi, Salesforce) for all calls.
- Utilize customer service skills to deescalate irate callers and escalate to appropriate Supervisor when necessary.
- Directs non-program related questions to the appropriate department and/or party.

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**KNOWLEDGE, SKILLS AND ABILITIES**

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- A. Complete and full knowledge of the entire Housing Choice Voucher Program requirements, policies and procedures, and the ability to articulate that knowledge by answering a broad spectrum of program specific questions from owners and voucher holders. Program knowledge includes that pertaining to New Admissions, Program Services, Special Programs and Inspections. Must have sufficient knowledge of activities in all departments and be able to accurately answer questions, provide specific and detailed direction to program participants, and resolve the majority of issues raised via calls received through the HCVP Call Center.
- B. Must have the excellent customer service skills, patience, tolerance, diplomacy, and verbal skills to answer a high volume of calls involving a vast array of questions about varying aspects of the program and/or the participants' status on the program.
- C. Ability to read, write, and speak English.
- D. Ability to apply considerable levels of concentration and focus throughout the day.
- E. Ability to effectively communicate both oral and written.
- F. Ability to adapt and adhere to continued change in policies, protocols, and procedures.
- G. Ability to recognize, addresses, and provide appropriate resolutions to identified issues.
- H. Ability to accurately manipulate necessary office equipment, computers, and peripherals.
- I. Ability to accurately enter data into the company's internal system(s) that reflects questions/issues raised by the callers to the HVCP, the information given, and the status/resolution of the issue at hand.
- J. Proficiency in Microsoft Office applications including, Outlook, Microsoft Word, and Microsoft Excel.

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**INFORMATION PROCESSING SKILLS**

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- A. Ability to independently study information provided by Call Center Management team and HUD regulations so as to determine, define, and comprehend its elements.
- B. Ability to pass Call Center exams covering protocols, timeframes, procedures, and program knowledge with a score of 85% or higher.
- C. Ability to meet and/or exceed qualitative and quantitative goals described in the Call Center Protocols.

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**PARTNERSHIP DEVELOPMENT**

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- A. Demonstrates Inclusiveness - Fosters respect for all individuals and points of view. Shows a personal commitment to create a hospitable and welcoming environment for all.
- B. Demonstrates adaptability - Modifies one's preferred way of doing things based on new acquired information.
- C. Demonstrates Self Development - Takes personal responsibility for one's own learning and development through a process of assessment, reflection, and taking action.
- D. Demonstrate effective communication skills- Effectively conveys information and expresses thoughts and facts. Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- E. Demonstrates teamwork - Individual interests are subordinated to group unity and efficiency; coordinated effort. Effectively adapts to changing priorities, situations, and demands.
- F. Demonstrates service-mindedness - Priority is focused on service delivery through establishing and

maintaining positive relationships with internal and customers. Includes, but not limited to, being approachable/accessible to others.

- G. Demonstrates Stewardship - is responsible for taking good care of resources entrusted to one, which includes company time and property, work accountability and ethical judgment.
- H. Demonstrates motivation - the initiation, direction, intensity and persistence of behavior in innovation, creativity, taking action, and problem-solving.

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#### **TRAINING AND EXPERIENCE**

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- A. High school diploma or GED required. One to two years of college, business or technical school or equivalent experience preferred.
- B. A minimum of one (1) year of customer service or related experience required.
- C. Call Center Certification by CVR in the Housing Choice Voucher Program within 90 days of hire. Staff hired after April 1, 2009 must pass the exam by July 1, 2009.
- D. Previous experience in an inbound call center/customer service department that dealt with a high volume of calls from a very demanding client population.

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#### **ADDITIONAL RESPONSIBILITIES**

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All additional program related responsibilities as assigned by Supervisor/Manager.