



JOB DESCRIPTION
Customer Management Services Specialist
11/05/2018

The Customer Management Services (CMS) Specialist is responsible for responding to CCHI customer phone calls, email inquiries about CCHI certification programs, and for coordinating testing processes for CCHI's certification programs. The CMS Specialist reports to the Executive Director and works closely with CCHI's Registrar and vendors such as but not limited to vendors responsible for test scheduling and test delivery.

Responsibilities:

Testing:

- Email to CCHI's test delivery vendor a roster of eligible candidates 4 times a month on specified dates.
- Review candidate's ADA accommodation requests and make determination in accordance with CCHI's ADA policies and consulting with the Executive Director as needed. Coordinate with CCHI's test delivery vendor provision of approved ADA accommodations.
- Coordinate and facilitate candidates' test scheduling with CCHI's test delivery vendor.
- Provide assistance to resolve candidates' testing issues within 2 business days by coordinating with CCHI's test delivery vendor. Keep accurate logs of test administration issues and testing irregularities for each certification exam.
- Monitor test administration by CCHI's testing sites coordinating with CCHI's test delivery vendor. Keep accurate records of CCHI's testing sites and proctors.
- Manage candidates' appeals to their examination scores by coordinating this process with CCHI's test delivery vendor. When necessary, escalate issues to the Executive Director or their designee for the final determination.
- Provide reports on testing processes to the Executive Director on a weekly basis and as needed.
- When necessary and appropriate provide feedback and recommendations regarding streamlining testing processes to the Executive Director.

Customer Management:

- Respond and provide resolution to all calls received at CCHI's general phone line within one business day. Keep accurate logs of all phone calls.
- Respond to CCHI email and Facebook inquiries no later than within one business day.
- Provide to CCHI customers or request from them additional information as needed.
- Escalate unresolved issues in a timely manner and no later than within one business day, to appropriate staff member.
- Create notes in candidates CMS accounts when relevant.
- Re-send certificates to CCHI's webinar attendees per their request and according to CCHI's policy.
- Conduct customer outreach activities (outbound calls or emails) as instructed by the Executive Director.
- When necessary and appropriate provide feedback and recommendations regarding streamlining customer service procedures to the Executive Director.

General:

- Adhere to CCHI's security and confidentiality policies pursuant to the signed Confidentiality Agreement.
- During the Executive Director's absence, handle some of the Executive Director's tasks following the policies and instructions provided and seeking authorization as needed from a designated Commissioner.
- During the Registrar's absence, handle some of their tasks following the policies and instructions provided, and seeking authorization as needed from the Executive Director.
- Communicate in a professional, empathetic, mindful, and respectful manner with customers for whom English is not their native language or who may have heavy accents and different styles of communication.
- Organize and prioritize work tasks to provide the best customer service and meet contractual and reporting requirements, informing the Executive Director when testing or CMS-related tasks and processes need adjustment.
- Demonstrate initiative in handling daily situations.
- Report to and carry out any other responsibilities as assigned by the Executive Director (this should not be more than 10% of the total job tasks).

Conduct and Public Relations

- Uphold and enforce CCHI policies & administrative procedures; and program rules & regulations.
- Maintain professional and ethical work habits such as accurate time management and reporting.
- Display respect and professionalism in all interactions with CCHI customers, the public, and Commissioners.
- Be an ambassador to the public of CCHI programs.
- Establish and maintain cooperative relationships with CCHI Commissioners, vendors and staff.

Required Qualifications

- Excellent verbal and written communication, and interpersonal skills
- Ability to work independently escalating issues to supervisor as needed
- Ability to multi-task and work efficiently in a fast-pace environment
- High attention to details and good organizational skills
- Customer service experience
- Excellent computer skills in: phone applications (cellular and VoIP), Google Drive, MS Outlook, MS Word, MS Excel
- Experience working with people from different cultures whose primary language is not English
- High School diploma or its equivalent

Preferred Qualifications

- Work experience in the interpreting, translation or healthcare industry
- Knowledge of CCHI and its programs
- Proficiency in a foreign language
- Bachelor's degree in customer relations, administration, business, PR, interpreting/translation, or data management

Training and Evaluation

- On the job training is conducted during the first three (3) months of hire per the training schedule provided to the employee at the time of hire.

Intials: _____

- Upon completing the training and no later than at three (3) months of hire, employee is evaluated by the Executive Director.
- Employee’s evaluation is conducted every six (6) months thereafter.

Employee Status and Compensation

- The CMS Specialist is a full-time, non-exempt administrative employee. The employment is on an at-will basis. The working week is established at 40 hours. The employee will provide biweekly timesheets to the Executive Director in a timely manner, at least 3 days before the payment date.
- Overtime hours (beyond 40 hours in a workweek) are reimbursed at a rate of one and a half times the regular rate of pay. Employee must seek pre-approval by the Executive Director (or their designee) prior to commencing overtime work. Employee may be subject to disciplinary measures for working unauthorized overtime.
- The base salary is \$40,000 (based on a 40-hour workweek).
- The salary is paid bi-weekly based on the timesheets provided.
- The first payment is on Friday of the 3rd week of hire.

Time allocation

CCHI requires employee to:

- Work Monday-Friday with the following distribution of work hours:
 - Monday-Friday, 10 am -3 pm ET/7 am -12 pm PT.
 - at least three (3) week days for 2 hours between 4-10 pm ET/1-7 pm PT.
 - The rest of the work schedule is flexible and must be coordinated with the Director of Operations at least two (2) weeks in advance.
- Be available on Saturdays to email eligibility files to the test delivery vendor if the date for the remittance falls on a weekend or holiday. As much as possible hours worked on Saturday should be part of the 40-hour week.
- Handle commitments in both Eastern and Pacific time zones.

Fringe Benefits

The full list of benefits is provided in the Personnel Manual. The following is a summary:

- FICA, Workers’ Compensation, Unemployment Insurance.
- Annual and Sick Leave – accrued Paid-Time-Off (PTO) of 176 hours annually (i.e. 22 days, with vacation time limited to up to 15 sequential days (3 weeks) outside CCHI’s testing windows, non-transferrable if not used)
- Holidays – nine (9) days
- Bereavement leave of up to three (3) days
- FMLA benefits when qualifying

I acknowledge I have read the above job description and understand my responsibilities as the CMS Specialist at the Certification Commission for Healthcare Interpreters.

Employee Signature

Date

Employee Name

Initials: _____