



**JOB DESCRIPTION**  
**Customer Management Services Specialist**  
06/15/18

The Customer Management Services (CMS) Specialist is responsible for triaging and responding to CCHI customer phone calls, responding to routine email inquiries about CCHI certification programs, and processing initial candidate applications. The CMS specialist reports to the Director of Operations. The CMS specialist escalates inquiries to the Director of Operations or the Executive Director as appropriate.

**Responsibilities:**

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 as assigned no later than within one business day.
- Provide to CCHI customers or request from them additional information as needed.
- Request additional information from CCHI customers as needed.
- Escalate unresolved issues in a timely manner and no later than within one business day, to appropriate staff member.
- Re-send certificates to certificants or webinar attendees per their request and according to CCHI's policy.
- Reset customer passwords in CCHI's accounts per their request and according to CCHI's policy.
- Create notes in candidates CMS accounts when relevant.
- Review online applications weekly, as assigned by the Director of Operations and based on the volume of other job tasks.
- Conduct customer outreach activities (outbound calls or emails) as instructed by the Director of Operations.
- When necessary and appropriate provide feedback and recommendations regarding streamlining customer service procedures to the Director of Operations and Executive Director.

General:

- During the Operations Director's absence, handle some of the Operations Director's 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, informing the Director of Operations when CMS-related tasks or processes need adjustment.
- Demonstrate initiative in handling daily situations.
- Report to and carry out any other responsibilities as assigned by the Director of Operations (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, 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.
- Upon completing the training and no later than at three (3) months of hire, employee is evaluated by the Director of Operations and/or Executive Director to confirm their continued employment with CCHI. The performance assessment tool will be provided at the time of hire.
- Employee's evaluation is conducted every six (6) months thereafter.

### **Employee Status and Compensation**

- The CMS Specialist is an hourly, non-exempt administrative employee. The working week is established at 25 hours. The employee will provide biweekly timesheets to the Executive Director in a timely manner, at least 3 days before the payment date.
- Any additional hours must be agreed to by the employee and pre-approved by the Executive Director or their designee in writing and prior to their commencement. Additional hours are reimbursed at the regular rate for up to 40 hours per week. If any time beyond a 40-hour week is authorized by the Executive Director, the employee will receive overtime pay for hours worked in excess of 40 in a workweek at a rate of time and one-half their regular rates of pay.
- The hourly rate is \$15.33; the biweekly pay for 50 working hours is \$766.50.
- The salary is paid bi-weekly via direct deposit based on the timesheets provided.

### **Time allocation**

CCHI requires employee to:

- Handle commitments in both Eastern and Pacific time zones.

- Be available, if needed, on Saturdays per mutual, advance agreement and as instructed by the Director of Operations.
- Be available weekly, between 1-3 pm ET/10 am -12 pm PT at least three (3) week days and between 8-10 pm ET/5-7 pm PT at least two (2) days. The rest of the work schedule must be coordinated with the Director of Operations at least one (1) week in advance.

### **Fringe Benefits**

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

- FICA, Workers' Compensation, Unemployment Insurance
- Annual and Sick Leave – Paid-Time-Off (PTO) of 55 hours (i.e. 11 days, with vacation time limited up to 5 sequential days, non-transferrable if not used)
- Holidays – nine (9) days, prorated at 5 hours per day
- Bereavement leave of up to three (3) days, prorated at 5 hours per day
- FMLA when qualifying.

**Send your full resume and cover letter to**  
**[Managing.Director@cchicertification.org](mailto:Managing.Director@cchicertification.org)**