



VOLUNTEER WHEELS CUSTOMER SERVICE REPRESENTATIVE (Santa Rosa)

About the Agency:

For over forty years, the Volunteer Center has proudly served as the hub of support for the entire community: from individuals to businesses, to our local non-profits, we continue to make a heartfelt difference in Sonoma County. Connecting volunteers for a vibrant community is our mission and we do that in a variety of key programs: The Human Race, Secret Santa, 2-1-1, Volunteer Wheels, Resource Center for Non-Profits, Court Referral, Literacy Connection and RSVP. More information about these programs, board members and operations may be found on our website www.volunteernow.org.

Summary and Objective:

The Volunteer Wheels Customer Service Representative is responsible for professionally answering incoming calls, addressing customer inquiries; resolving customer complaints, clearly and accurately documenting issues and scheduling Paratransit rides. Due to the nature of our community involvement and clientele, the Volunteer Wheels Customer Service Representative must thrive in a challenging work environment, enjoy making a difference in the lives of senior citizens and persons with disabilities, is a skilled problem solver that is mission driven and enjoys working within a team culture.

Position Type/Expected Hours of Work/Travel:

Volunteer Wheels is a seven-day a week operation. The Customer Service Representative position is full-time, five days a week. Schedules may vary. Operations are Monday through Friday 8:00am – 5:00pm; Saturday and Sunday 8:45am – 5:00pm. Travel is not typical for this position.

Qualifications:

- High School Diploma/GED required
- Ongoing compliance with Department of Transportation FTA required drug screening
- Excellent telephone and customer service skills
- Strong relationship, team culture building, and conflict management skills
- Ability to handle a variety of concurrent tasks efficiently and with patience
- Ability to use good judgment and set priorities
- Working knowledge of Word, Excel, Outlook, internet and relational database
- Flexibility and willingness to work for and with a variety of people

Essential Functions:

- Answer incoming calls and provide excellent customer service
- Schedule Paratransit rides
- Database entry into Novus software program
- Daily management of phone logs
- Filing
- Other clerical duties as assigned

- Participate in ongoing staff development for Volunteer Wheels personnel
- Attend and participate in regular Volunteer Center all staff meetings

Performance Factors:

Attendance and Dependability: The employee can be depended on to report to work at the scheduled time and is seldom absent from work. Employee can be depended upon to complete work in a timely, accurate, and thorough manner and is conscientious about assignments.

Communication and Contact: The employee communicates the efforts, vision and strategic direction of the Agency effectively both verbally and in writing with superiors, colleagues, and individuals within and outside the Agency.

Personal Effectiveness, Credibility and Relationships with Others: The employee is a leader within a team culture: works effectively and relates well with others including their superior, colleagues, funding entities, board members and individuals inside and outside the Agency. The employee exhibits a professional manner in dealing with others and works to maintain constructive working relationships.

Work Environment and Physical Requirements:

This position operates in a professional, team-centric, office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Equal Opportunity:

Volunteer Center of Sonoma County is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

To be considered for the open Customer Service Representative position you must:

1. Review our website www.volunteernow.org to ensure that the services we offer, our mission, and values are good match with yours.
2. Send an email to employment@volunteernow.org, with a subject heading **CUSTOMER SERVICE REPRESENTATIVE**; attach your resume and cover letter specifying your salary requirements.