



Sunnyside Community Services Role Description

JOB ROLE: Customer Service Representative

Classification: Non-Exempt/ Temporary Full Time Position (4 months)

Reports To: Administrative Services Manager

Rate/Salary Range: \$22hr-\$23/hr.

Job Summary

The Customer Service Representative (CSR) acts as the liaison and “ambassador of good will” to the public in behalf of Sunnyside Community Services. The CSR welcomes and greets clients, customers, guests, and vendors, with enthusiasm, and efficient and friendly customer service. It is vital that the CSR engage guests in a welcoming manner, be knowledgeable about services and programs, and refer clients, customers and guests to the appropriate staff or department. The CSR troubleshoots challenging situations in a professional and diplomatic manner and takes all steps needed to resolve the situation and/or informs management for assistance if needed. This position will rotate with The Customer Care Assistant (CCA) assisting with the preparation and distribution of PPE.

The Customer Service Representative presents and promotes SCS’s Core Values of People-centered, Connected Services, Strength in Diversity, Integrity and Commitment, Power in Partnership, and Commitment to Team.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Performing Customer Service

- Welcome members and guests in a friendly, professional, and hospitable manner.
- Greets and directs guests, clients, and vendors to the appropriate agency staff members.
- Professionally and efficiently answers incoming calls and directs them to the appropriate agency staff.
- Provides visitors and guests with general agency information.
- Delivers written and verbal messages to appropriate staff.
- Accepts HHA Personal Time Off Request (PTO) and distributes them accordingly.
- PPE preparation and distribution
- Responds to service/document requests from internal and external customers/clients.

Performing Administrative Tasks

- Maintain and monitor customer / guest Sign in Sheets.
- Receives and distributes incoming mail and faxes to appropriate staff.
- Stamps and mails outgoing correspondence including certified letters.
- Accepts and delivers documents and packages to appropriate staff.
- Logs incoming checks for submission to Fiscal.
- Update staff information and create barcodes in time station for clock in purposes.
- Maintains monthly postage/copier reports, service calls for postage equipment, keeps inventory and supply.
- Maintain and monitor customer / guest data, sign in sheets, SCS public materials.
- Works and coordinates with the facilities team departmental supply distribution.
- Ensures copiers, fax machines, and other office equipment are operable and places services calls for repair when needed.
- Performs other duties as assigned.

Maintain Room Scheduling Software

- Oversee the Midas software for room scheduling and reservations.
- Arrange room scheduling for meetings, events, and activities.
- Makes changes to room reservations and cancellations.
- Coordinates room reservation set ups with the Facilities Manager and or Information Technologies Manger.

Specialized Skills and Competencies:

Interpersonal and Customer Service Skills: As this role involves interacting with guests, clients, staff, and vendors the individual must be respectful and attentive to the needs of others. CSR will be required to efficiently multi-task and prioritize in a high-volume, fast-paced environment.

Good Judgment: The Customer Service Representative is responsible for ensuring that all calls are screened and forwarded efficiently; therefore, they need to assess calls based on the need or situation.

Organization and Prioritization Skills: As this role is responsible for multiple tasks, which are time sensitive, organization and the ability to prioritize is needed to ensure operational effectiveness.

Problem Solving Skills: As this role may involve assessing issues, the ability to troubleshoot and direct issues to the appropriate staff for resolution are necessary.

Physical Requirements:

This role requires prolonged sitting and extensive use of a hand-held telephone device.

Job Qualifications

Knowledge, Skills and Qualifications:

Required:

- High School Diploma or equivalent; college a plus
- Two years of customer service or hospitality experience required.
- Strong time management skills with the ability to multi-task and prioritize in a demanding fast paced environment.
- Proficiency in Windows-based software programs including Word and Excel.
- Fluency in English and Spanish both verbally and writing.

All positions at Sunnyside Community Services are filled without regard to race/color, religion/creed, national origin, age, sex/gender, sexual orientation, gender identity or expression, disability, pregnancy-related condition or lactation, military/veteran status, marital status, familial status, caregiver status, sexual or reproductive health decisions, height, weight, status as a victim of domestic violence/stalking/ sex offenses, predisposing genetic characteristic, immigration or citizenship status, prior arrest or conviction record, credit history, salary history, unemployment status, pre-employment marijuana testing, union affiliation/activity, or for reporting or opposing discrimination on these bases or for reporting or opposing violations of workplace health and safety, pay equity or practices, or for participating in any internal or any legally protected status listed in the New York City Human Rights Law (NYCHRL). All are encouraged to apply.

Sunnyside Community Services strives to address, explore, and educate all our stakeholders about the diversity of human experience and to advance and integrate racial equity and social justice into all organizational policies and programs. We believe that everyone, regardless of who they are or what they do for the organization, should feel equally involved and supported. Sunnyside Community Services represents a commitment to considering the whole person and how systemic barriers and access to opportunities can affect their well-being.

Sunnyside Community Services' strength lies in its ability to work with people at every stage in their lives and in their own communities. We pride ourselves in an approach that is comprehensive, caring and community based.

Application Method:

If you would like to join our team, please forward a cover letter, resume and salary requirement with subject line: Customer Service Representative to Mvitale@scsny.org, Melissa Vitale, Director of Human Resources

Equal Opportunity/Affirmative Action Employer

