



ROLE DESCRIPTION

Senior Customer Service Representative

Classification: Non-Exempt/ Full Time

Reports To: Administrative Services Manager

Hourly salary: \$23.00 to \$27.00

Hours: Monday - Friday 9:00 am to 5:00 pm

Occasional Evening and Weekend Hours (*may vary*) 11:00 am to 7:00 pm (Weekday/end)

The Senior Customer Service Representative (SCSR) acts as a key liaison between the community, customers, and internal staff, playing a vital role in ensuring the smooth and efficient operation of the administrative services team. The SCSR is responsible for fostering a positive, friendly, and professional environment, providing exceptional customer service through empathetic and respectful interactions with both customers and colleagues.

The Senior Customer Service Representative 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:

Administrative Tasks

- Serve as liaison (w/Administrative Services Manager- ASM') to all departments to review and resolve customer/staff workflow and/or client relations as needed.
- Meets with Home Care/SCS users-staff to identify service process delays/issues (w/ASM).
- Maintains monthly CSR telephone call data to ensure efficient telephone customer service.
- Prepares monthly customer complaint log and resolutions to ASM and AED Operations.
- Updates internal telephone directories and emergency contact list when needed.
- Coordinate set up and implementation of internal SCS or public events with IT, Facility, and program staff.
- Process vendor invoices for payment.

Performing Customer Service

- Leads customer service team to implement high-quality customer service satisfaction.
- Works with Administrative Services Manager to develop/implement CSR training improvements.
- Welcome members and guests in a friendly, professional, and hospitable manner.
- Greets and directs guests, clients, and vendors to the appropriate program/staff members.
- Professionally and efficiently answers incoming calls and directs them to the appropriate agency staff.
- Provides visitors/guests with organizational/program information and receives HHA documents.
- Delivers written, oral, and electronic messages/updates to SCS staff.
- Receives and distributes incoming mail and faxes to appropriate staff.
- Stamps and mails outgoing correspondence including certified letters.
- Assist with supplying staff with office supplies as needed.

- Provides back-up coverage at Customer Service Welcome Center as needed.

Rental Services

- Responds to space rental inquiries via phone or email and enters all rental information into Salesforce.
- Schedule appointments with potential clients to view the rental space during and after business hrs. (if needed).
- Ensures floor plan set-ups are reviewed with clients prior to events and set-up accordingly.
- Completes all rental documentation, collects scheduled payments, and coordinates deposits with Fiscal staff.
- Collects appropriate data and prepares monthly reports on rental events, payments, and insurance activity.

Insurance Administrative Support

- Process and review insurance documentation and ensure all documents are complete for new and renewal policies.
- Monitors and maintains insurance package renewal/expiration dates.
- Liaises with departments/staff to ensure timely flow and retrieval of document requests.
- Requests and disseminates insurance certificates as required by programs.
- Prepares and organizes document packets to carriers and/or authorized parties.
- File and maintain insurance files.

Physical Requirements

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

Job Qualifications

Knowledge, Skills, and Qualifications:

Requirements

- High School Diploma or equivalent; college a plus
- Three (3) 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 Microsoft Office, including Word, Excel, and PowerPoint.
- Excellent verbal and written communication skills.
- Fluency in English and Spanish both verbally and writing.

How to apply

Send cover letter and resume to Yquinones@scsny.org Indicate "Senior Customer Service Representative" in the subject line.

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.

For more information about **Sunnyside Community Services**, please visit the website at www.scsny.org

Equal Opportunity/Affirmative Action Employer