



Campaign For Working Families, Inc.

CALL CENTER AGENT

EMPLOYEE INFORMATION

Job Title:	Call Center Agent	Last Updated:	December 2023
Department:	Call Center	Primary Manager:	Call Center Manager
DOL Status:	Part-Time/Seasonal	FLSA Exemption:	Exempt

Overview Campaign For Working Families

Campaign For Working Families Inc., mission is to champion the financial well-being and economic mobility of individuals and families by leading programming and advocating for policies, initiatives, and support systems that ensure equitable opportunities and financial stability. CWF is driven by the belief that every individual and family deserve respect, dignity, and the tools/information to succeed, and CWF is committed to enacting positive change at both the policy and grassroots levels by fostering a culture of empathy, data-driven decision-making, and collective action. The following core values serve as a guiding framework for the Campaign for Working Families, helping to define its mission, goals, and actions in support of individuals and families throughout its communities:

- 1. Equity and Inclusion:** We believe in a society where all individuals and families, regardless of their background, race, gender, or socioeconomic status, have equal opportunities and access to resources.
- 2. Family-Centered Approach:** We prioritize policies and initiatives to support the well-being, stability, and growth of families, recognizing that strong families are the foundation of a thriving society.
- 3. Collaboration and Partnerships:** We value collaboration with other organizations, governments, businesses, and individuals who share our commitment to the well-being of working families.
- 4. Data-Driven Decision-Making:** We rely on evidence and data to inform our policies and initiatives, ensuring that our efforts are effective and impactful.
- 5. Respect and Dignity:** We treat all individuals with respect and dignity, recognizing the inherent worth of every member of a working family, and striving for a society that upholds these values.

Position Summary

The Campaign for Working Families seeks dedicated and experienced Call Center Agents work closely with other team members to provide outstanding service to our clients by answering questions, handling complaints, and troubleshooting problems with our products and services. The call center agent may handle a high volume of inbound or outbound calls or both and should seek to create a positive experience for each caller. They will listen to clients to understand the reason for their call, address all questions or complaints, and provide an accurate and efficient response.

This is a remote, work from home position. There is a 2-week, mandatory, in-house training period prior to remote work. This position would be ideal for retirees, students or those who may be looking to re-enter the workforce on a part-time basis.

Role and Responsibilities

- Answering or making calls to clients to learn about and address their needs, complaints, or other issues with products or services.
- Responding efficiently and accurately to callers, explaining possible solutions, and ensuring that clients feel supported and valued.
- Engaging in active listening with callers, confirming or clarifying information and diffusing angry clients, as needed.
- Building lasting relationships with clients and other call center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understanding and striving to meet or exceed call center metrics while providing excellent consistent customer service.
- Taking part in training and other learning opportunities to expand knowledge of company and position.
- Adhering to all company policies and procedures.

Qualifications

- High school diploma or equivalent is required; additional education in a related field may be preferred.
- Must have a minimum of two years' previous call center experience.
- Must have exceptional customer service, active listening, verbal and written communication skills, and a professional phone voice.
- Commitment to understanding company products, services, and policies.
- Proficiency with computers, especially with CRM software, and strong typing skills are a must.
- Ability to ask personal questions in a respectful and sensitive manner and diffuse tense situations.
- Strong time management and decision-making skills.
- Adaptability, accountability, and attention to detail.
- Fluency in multiple languages is a plus.

Other Specialties, Certifications, Physical Requirements, and Work Conditions

- Regular, predictable and punctual attendance is required.
- This position operates in an office setting or works from home and routinely uses standard office equipment such as computers, phones, photocopiers, scanners, filing cabinets and fax machines.
- Ability to learn new things and master new concept(s).
- Comfortable in a fast paced and ever-changing environment
- Commitment to the Campaign for Working Families' mission

Acknowledgment

- I acknowledge that I have read and accepted this job description. I understand what is expected of me in this position, and I can perform the essential functions as outlined with or without reasonable accommodation. Furthermore, I understand the duties and responsibilities listed in this job are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. If I have any questions about duties and responsibilities not specified in this job description that I am asked to perform, I should discuss them with my immediate supervisor or Human Resource representative.

Employee Name

Employee Signature

Date