



## Customer Service Associate

Department: Utility Assistance Department

Reports To (Title): Silver Lights Manager

Position Type: Full-Time

Hours: 37.5 hours per week; Monday-Friday. *Position is eligible for a benefits package that includes health, vision, and dental insurance and generous paid time off.*

Salary: \$40,000/per year

### Job Description

This position is part of a four-person team which is supervised by the Silver Lights Manager. This full-time position is accountable for the accurate and timely performance and implementation of utility crisis program activities in accordance with Fuel Fund of Maryland guidelines and stated objectives. On a daily average, the Utility Assistance team is responsible for up to 75 telephone calls (inbound/outbound) and 25-30 online applications.

### Essential Duties and Responsibilities:

- Supports and assists with the implementation of daily activities within Utility Assistance programming to include:
  - Processes new client applications
  - Answers emails from clients
  - Verifies payments with utility company
  - Sends Fuel Fund of MD commitments to utility company; and
  - Answers call center telephones
  - Responds to community agencies for client bill information
- Enforces Fuel Fund policies and procedures when implementing utility assistance to clients.
- Meet and/or surpass daily, weekly, and monthly performance goals as set by Silver Lights Manager.
- Other duties as assigned

### Qualifications:

The successful candidate will have:

- Respect and understanding of the low-income community as well as working with multiple audiences to include but not limited to seniors, disabled adults, veterans, etc., and those in crisis.
- Recognizes and respects diversity among coworkers and Fuel Fund clients
- Multi-tasking capabilities and the ability to pay close attention to detail
- Outstanding organizational skills and people skills
- Excellent interpersonal and communication skills both written and verbal
- Problem solving skills; ability to think outside of the box
- The ability to work under pressure and meet deadlines while remaining calm and effective



- The ability to be a role model to others
- A working knowledge or understanding of the Fuel Fund in the community
- Computer literacy with Word, Excel, Outlook and Salesforce (a plus)
- Highly comfortable with the use of a telephone and use of a headset

### **Work Experience and Education Requirements**

- Minimum of High school diploma.
- Two to three years in Call Center or high-volume customer service setting

### **Work Environment**

The work environment is an office setting. High paced. The work is sedentary in nature but may require occasional standing, walking, and lifting to 25 pounds.

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### **DIVERSITY, EQUITY & INCLUSION STATEMENT**

The Fuel Fund of Maryland is passionate, collaborative, diverse, and an inclusive work environment while being proud to be an equal opportunity employer. We are committed to being compassionate, empathetic, reflective, and authentic to both our clientele and stakeholders.

Updated 6/1/2022 - HR