



JOB TITLE:	Customer Service Representative (Bilingual)
SALARY RANGE:	Starting Salary \$17.00 per hour (Non-Exempt)
SCHEDULE:	Full-Time
REPORTS TO:	Associate Director

POSITION INFORMATION

The Bilingual Customer Service Representative is responsible for providing customer service assistance to English- and Spanish-speaking customers, conducting various clerical functions, and financial transactions, and assisting Program Staff with clerical functions as needed.

PRIMARY RESPONSIBILITIES

Regular Duties:

- Answers and transfers telephone calls using multiple-line equipment, handles incoming calls, and represents the organization to callers and visitors in a friendly, professional manner.
- Maintains and updates customer databases and class rosters.
- Manages customer inquiries and complaints.
- Process financial transactions using Square Up, cash registers, and other electronics.
- Processes customer orders and payments. Accepts payments, ensures all fees and quantities are accurate, and proves a receipt to every customer. Process refunds and credits.
- Balances cash register, generates reports for credits and debits and submits end-of-day transaction reports.
- Performs routine clerical duties such as filing, word processing, sorting and distributing mail, making copies, scanning documents, and sending e-mails. Maintains a clean workspace.
- Receives and greets visitors; determines the nature of their visit, and notifies appropriate staff members.
- Assists with intake, eligibility assessment, and other registration activities for program participants.
- Customer service for weekend events, as needed.
- Other duties as assigned.

QUALIFICATIONS & REQUIREMENTS

- High School Diploma or equivalent.
- Customer Service or Receptionist experience.
- Food Safety Certification (ServSafe; training can be completed upon hire)
- Ability to handle payment transactions accurately and responsibly, with attention to detail.
- Basic math and computer skills.
- Ability to stand, walk, lift heavy items, and work with other team members in a fast-paced environment to provide excellent service.
- High energy level with solid customer service skills and a helpful, courteous approach to resolving customer complaints.
- Ability to communicate verbally and in writing with proficiency.
- Fluent in English and Spanish and Teamwork Orientated.
- Proficient in Microsoft Word, Excel, and PowerPoint
- Willingness and ability to work outside of regular business hours, including evenings, weekends, and holidays.

Physical Demands

This is a primarily passive role; however, some filing is required. It would require the ability to lift files, open filing cabinets, and bend or stand on a stool as necessary. During food distribution, some lifting is required of 20 – 40 lb boxes as necessary.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change with or without notice.

AAP/EEO Statement

Delhi Center is an Equal Opportunity Employer. Delhi Center does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided based on qualifications, merit, and business need. Reasonable accommodations may enable individuals with disabilities to perform essential functions.

This position is open until filled with an expected start date as soon as possible. Please submit a cover letter and resume to Patrisia Gonzalez at patrisia@delhicerter.org. For more information, please call 714-481-9625.