

# COMMUNITY OUTREACH & CUSTOMER SERVICE COORDINATOR

Job Code	Pay Grade
18106	CL18

## Nature of Work

This is advanced supervisory level professional office/field social work. Work includes supervising and coordinating the work of staff assigned to special projects and community initiatives. Work also includes high level problem solving of customer complaints and client related referrals from the public, county administration and other departments. Position proactively serves as liaison between the department and community and includes a high degree of public contact. Work is performed with considerable independence within established policies and work procedures. The position reports to a senior management official, division director, or designee.

## Minimum Qualification Requirements

- 8 years technical and professional experience in social casework or a related human service field; or
- Bachelor's degree in social work, psychology, sociology, or a related field and 4 years experience as described above; or
- Master's degree and 2 years experience as described above; or
- An equivalent combination of education, training and/or experience.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including weekends, evenings and compulsory work periods in special, emergency, and/or disaster situations.
- May be assigned work in the department's offices and various locations in the community.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to the position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, coordinates schedules, and supervises the work of a team assigned to special projects and/or community initiatives; assigns and evaluates the work of Eligibility Specialists, Senior Office Specialists and other team members.
- Mentors, coaches and trains employees in the work unit.
- Acts as the liaison with other community agencies involving initiatives the department is working on.
- Researches and resolves client complaints and customer service issues; serves as the department point of contact for special referrals that cannot be resolved by the usual means; ensures all special referrals are addressed in a timely manner; when appropriate enters findings into the County Assignment Tracking System (CATS).
- Identifies deficiencies in operations, business processes and customer service issues and makes recommendations for service enhancement and changes to policies and procedures;
- Prepares reports on work performed by unit and maintains accurate records on customer service issues received and disposition of each referral.
- Completes required reports and submits requests for reimbursements for grant funded programs.
- Performs related work as assigned or required.

## Knowledge, Skills, and Abilities

- Knowledge of department policies and procedures.
- Knowledge of services offered by the Department of Health & Human Services as well as other community agencies.
- Knowledge of applicable laws including HIPAA and Public Records rules and regulations.
- Skill in conceptual and analytical thinking.
- Skill in customer service problem solving, documentation, listening, phone, conflict resolution.
- Ability to plan, coordinate and evaluate the services provided by the staff supervised by this position.

## COMMUNITY OUTREACH & CUSTOMER SERVICE COORDINATOR (continued)

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### Knowledge, Skills, and Abilities (continued)

- Ability to develop effective office or field work procedures.
- Ability to provide innovative thinking to solve complex problems.
- Ability to research problems and solutions to customer complaints and concerns.
- Ability to communicate effectively in verbal and written form.
- Ability to independently analyze and solve problems, and render effective advice or assistance.
- Ability to apply computer applications and software.
- Ability to work independently and make sound decisions within the parameters of department policies and procedures.
- Ability to communicate effectively with applicants, the public, and other community agencies.

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Created	EEOC Code	Overtime Code
9/12	Professionals	Classified/Excluded