

Job Title: Contact Center Representative

Grade: CS-9

Salary: \$49,570 - \$63,835

Requirements: Possession of a high school diploma/ GED. 1 year of specialized experience equivalent to CS-7

Qualifications: Experience with customer service, exceptional written & verbal communication skills. Proficient with computers and strong typing skills. Fluency in multiple languages is a plus.

Job Description:

Collective Bargaining Unit (Union): This position is not in the collective bargaining unit.

This position is located in the Office of Paid Family Leave, Contact Center. The mission of the Office of Paid Family Leave is to plan, develop, and administer a paid leave program for the District of Columbia under the provisions of the Universal Paid Leave Amendment Act of 2016 (“Paid Leave Act”). The Paid Leave Act provides up to eight weeks of parental leave to bond with a new child, six weeks of family leave to care for an ill family member with a serious health condition, and two weeks of medical leave to care for one’s own serious health condition. On July 1, 2019, the District will begin the collection of taxes from employers and on July 1, 2020, the District will begin administering paid leave benefits.

The Office of Paid Family Leave is searching for a polite, professional Contact Center Representative to work closely with other team members to provide outstanding service to our customers by answering inquiries, registering new users, troubleshooting problems and beginning new claims. This Contact Center Representative will:

- Answering or respond to calls, email and chats in order to learn about and address the needs and complaints of all customers.
- Process Paid Family Leave Benefit registrations and claims, as well as addressing any Tax registrations and inquires.
- Responding efficiently and accurately to customers, explaining possible solutions, routing issues to the appreciate department and ensuring that customers feel supported and valued.
- Engaging in active listening with customers, confirming or clarifying information and diffusing heightened situations, as needed.
- Interview callers to obtain vital or all necessary information to ensure a prompt and accurate response to each situation with one phone call. Employing the one stop call resolution approach.
- Building lasting relationships with customers and other contact center team members based on trust and reliability.
- Utilizing software, databases, scripts, and tools appropriately.
- Understand and strive to meet or exceed Contact Center metrics while providing excellent consistent customer service.