



## **JOB DESCRIPTION**

**POSITION:** Front Desk Team Lead

**SUPERVISOR:** Supervisor

**STATUS:** Non-Exempt

### **SUMMARY**

The position duties include a prominent level and wide range of activities related to providing customer service to Housing Choice Voucher (HCV) participants and HCV owners, and other stakeholders. The position requires full accountability for effectively and accurately addressing customer service inquiries and resolution of Call Center and Lobby cases on behalf of the participant and landlords. Customer Service Representative III functions as the technical expert on the program and processes. Takes on additional duties as assigned, focused in the areas of general team support.

### **SUPERVISION RECEIVED AND EXERCISED:**

Operates under the direct general supervision of a Supervisor. The Front Desk Team Lead exercises no direct supervision over other employees but may act on behalf of or in the absence of the team supervisor.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Receive and respond accurately and professionally, to customer inquiries/concerns received via telephone, fax, email, client portal, office visit in a timely manner
- Receives escalated complex customer services inquiries from Call Center and Lobby staff or call inquiries from the public
- Prepare routine reports that track the call center and lobby statistical trends
- Respond to all the customer's inquiries utilizing all available resources and program knowledge; researching and exploring answers
- Identify and escalate unresolved inquiries to management
- Accurately and thoroughly record all interactions in the PHA system of record (Elite) or other designated supporting systems
- Defuse and deescalate irate customers as to ensure great customer experience
- Verify and update customer information
- Identify and escalate priority issues
- Perform data entry into SharePoint, and PHA business system
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors



- Takes on higher levels of leadership on team
- Act as a mentor to new and seasoned staff
- Assist with the on-boarding training for inexperienced staff
- Defuse and deescalate irate customers as to ensure great customer experience
- Conduct percentage of quality control reviews for team
- Identify and escalate unresolved inquiries to management
- Organize and facilitate quarterly Owner Meetings/Briefings
- Assist owners with relisting property on Go Section 8
- Ensure regular attendance and punctuality
- Perform other duties as assigned

### **KNOWLEDGE AND SKILLS REQUIRED**

- Ability to communicate effectively both orally and in writing (bilingual English/Spanish or English/Creole preferred).
- Strong typing and computer skills with knowledge of Microsoft Office product
- Strong organizational skills required to prioritize tasks and demands and consistently to deliver work product on time.

### **EDUCATION AND EXPERIENCE REQUIRED**

- High School Diploma; Education equivalent to a two-year degree from a regionally accredited institution in Public Administration, Social Science or a closely related field preferred
- Alternatively, a minimum of two years of progressively responsible work experience for a public agency, or related work in the social service, community service, customer service and/or call center environments.