



Community Outreach & Customer Services Coordinator

Category: Classified/Excluded
Pay Grade: C26
Job Code: 18106

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

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.

ESSENTIAL JOB FUNCTIONS (examples, 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, SeniorOffice Specialists and other team member;
- Mentors, coaches and trains employees in the workunit;
- 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.

QUALIFICATIONS

Education and Experience:

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.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including 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 knowledge, skills, abilities, and credentials required for a specific position.

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.
- 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.

PHYSICAL/MENTAL DEMANDS

This work requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Climbing:** Ascending or descending ladders, stairs, scaffolding, ramps, poles and the like, using feet and legs and/or hands and arms. Body agility is emphasized.
- **Crouching:** Bending the body downward and forward by bending leg and spine.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Kneeling:** Bending legs at knee to come to a rest on knee or knees.
- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.

- Standing: Particularly for sustained periods of time.
- Stooping: Bending body downward and forward by bending spine at the waist. Occurs to a considerable degree and requires full motion of the lower extremities and back muscles.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is typically performed in a dynamic environment that requires sensitivity to changing goals, priorities, and needs.