



## Customer Service Representative

### ABOUT FAMILIES EMPOWERED

Families Empowered is a community-based, women- and minority-led non-profit parent service organization that envisions, one day, all families will have access to schools that work, for them. With a leadership team and staff comprised of multiple first-generation college graduates, we deeply understand the importance of empowered parents, and the positive impact they can have on Texas communities. Each year we reach out to tens of thousands of families in Houston, San Antonio, Tarrant County, and Austin through in-person events, our bilingual call center, text, and social media, and provide them with free, personalized support to help them navigate their many great PreK-12 school options.

### OUR GUIDING PRINCIPLES

**Integrity:** Conduct all affairs with parents, partners, staff, and donors with integrity and transparency. We are scrupulous and brutally honest about performance data, and courageous in sharing “lessons learned” with those who might benefit from our missteps or help us correct them.

**Value Creation:** Ensure that all our actions focus on creating maximum value for families we serve and are oriented toward empowering others to improve their lives. Hold yourself and others accountable.

**Empathy.** Honor each other and lead with understanding; although we work at scale to solve an urgent problem, we strive for quality, personalized interactions with our customers and each other.

**Humility:** Exemplify humility and intellectual honesty. Constantly seek to understand and constructively deal with reality.

**Optimism:** Face questions and challenges with hopefulness and confidence. Maintain a sense of possibility when serving families and each other.

**Listening:** Seek input from our customers as frequently as possible in order to deepen and broaden our relevancy and impact.

**Collaboration:** Understand that we alone cannot provide everything that families need to access excellent schools; we initiate and maintain strategic partnerships and collaborations with like-minded organizations.

### ROLE OVERVIEW

**NOTE: Bilingual in Spanish is preferred, but not required.**

In order to support parents of PreK-12 grade aged children in Austin, San Antonio, Tarrant County, Houston and Tucson who are struggling with finding the right school for their child, Families Empowered views our Customer Service Representatives as a critical part of our team. These Specialists are charged with providing direct phone outreach to parents and other caregivers, and to handle inbound calls with an exceptional level of customer service, maturity, and desire to help families.

The Customer Service Representative will deliver the highest standard of customer service.

This is an hourly (\$15/hour), paid opportunity, with 40 hours of work per week.

### PRIMARY RESPONSIBILITIES

## Person-to-Person Calling Campaigns

- Learn about various school applications and types of schools offered in Families Empowered's four service regions in order to answer questions and help parents/guardians complete applications.
- Call parents/guardians to inform them about immediate school enrollment opportunities for their children.
- Update customer record in Salesforce database, as needed.
- Work with program team to reach calling campaign goals; identify team support opportunities and appropriate solutions.
- Troubleshoot technical issues as they arise and work with Operations Manager to address them.

Program Team support, including but not limited to:

- Call parents/guardians for other calling campaigns or purposes.
- Monitor and respond to incoming phone calls for the Families Empowered organization; routing callers to the correct teammate.
- Translation support (written) for parent-facing communications (including emails, flyers, website, and other design collateral).
- Staff the Families Empowered table at events (during work hours, in the evenings, and on weekends, as needed), providing in-person guidance and school application assistance to families as needed.
- Other tasks, as directed by the Operations Manager.

## **REQUIRED SKILLS AND QUALIFICATIONS**

- Exceptional level of self-motivation, detail orientation, customer driven focus, and time management skills.
- Highly relational: strong communication skills with a focus on speaking to diverse audiences.
- Minimum competence in computer software, such as Microsoft Office.
- A team player committed to developing and working within a collaborative environment and to ensuring the highest customer service orientation.
- Passion for making a difference in education and believes that all children should have access to an excellent education, regardless of income, citizenship status, or home address.]
- Adherence to Families Empowered's guiding principles.

## **PREFERRED SKILLS AND QUALIFICATIONS**

- Some degree of experience working directly with parents, ideally in an education setting (either volunteering at school/s, working for schools, or for another service-based organization or non-profit)
- Familiarity with working with a customer database (ex: Salesforce)
- **Ability to communicate with families in both English and Spanish verbally and in writing, without assistance.**

**TRAVEL:** Requires up to 15% travel within the Houston metro area and the occasional trip to Austin, Tarrant County and/or San Antonio. Travel expenses are covered/reimbursable for travel outside of the Houston area. Requires reliable transportation to and from the Houston office (located in The Heights area).

**COMPENSATION:** \$15/hour; averaging 40 hours per week

## **BENEFITS**

- Families Empowered offers the following:
- Health insurance (employee covered at 60%)
- Short Term Disability coverage (100% employer paid)

- Dental (employee covered at 50%)
- Vision (employee covered at 50%)
- Voluntary life insurance and long-term disability insurance.
- 20 PTO days and 15 Paid Holidays annually, for full time employees.