



Job Title:	Help Desk Specialist	Job Code/ Req#:	20-74(6)
Department/Group:	Community Partnerships	Hiring Pay Range*:	\$16.33-\$17.21
Reports to:	Director of Community Partnerships	Full Pay Range:	\$16.33-\$21.28
Job Category:	Non Exempt - Hourly	Position Type:	Full Time
Opened on:	6/3/2022	Closes on:	Open Until Filled

*Hiring Pay Range is the range between meeting minimum qualifications and the next education level.

JOB DESCRIPTION

Reporting to the Community Partnerships and in alignment with agency adopted mission and core values, this employee works with early childhood education professionals to identify and support access to and completion of grant applications and may support other data projects. This individual will support child care provider staff online and via phone.

KEY TASKS

- Organize resources so they are easy to locate
- Resolve customer issues with company products
- Answer other customer questions and offer them access to helpful resources
- Direct questions to the right department when needed
- Ensure customer satisfaction
- Manage all desk administrative duties
- Record interactions with customers and recurring user problems
- Identify missing or questionable record entries and seek resolution
- Follow up with customers as needed to ensure any problems are resolved

GENERAL RESPONSIBILITIES

- Actively listens, giving full attention to what others are saying
- Observes, receives and otherwise obtains information from all relevant sources
- Conveys information effectively
- Uses logic and reason to identify approaches to problems
- Manages own time and time of others
- Actively looks for ways to help others

EXPECTATIONS

- is honest, ethical and transparent
- maintains confidentiality of entrusted information
- is willing to take on responsibilities and challenges
- is willing to accept criticism and deal calmly and effectively with high stress situations
- is reliable, responsible, and dependable, and fulfills obligations
- has reliable transportation
- establishes and maintains personally challenging goals and exerts effort toward mastering tasks
- is careful about detail and thorough in completing work tasks accurately
- reviews work and uses logic to address work-related issues and problems
- challenges the status quo
- is creative and thinks of alternative ways to develop new ideas and answers to work-related problems
- is open to change (positive or negative) and considerable variety of tasks in the workplace
- values diversity
- values team input
- Displays extreme patience with non-savvy technology users
- 50% Telecommute
- 50% In Office
- lives agency's Core Values:
 - Assumes Positive Intent
 - Is (Be) Effective
 - Chooses Responsibility
 - Delivers Excellent Customer Service
 - Embraces Fun
 - Finds the Solution that Best Helps the Child

SALARY SCALE SKILLSET REQUIREMENTS

- Task/Judgement - Performs tasks as assigned within prescribed guidelines- Independence/Expertise - Always seeks management approval for deviation from guidelines
- Service/Initiative - Maintains expected level of quality Service
- Supervision - Not developed in this set
- Agency Growth - Not developed in this set

KEY SKILLS

- Excellent Microsoft Office skills
- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Ability to prioritize tasks and meet deadlines
- Ability to apply set criteria to varying scenarios

MINIMUM QUALIFICATIONS AND EXPERIENCE

- Associate's degree in business or related field
- Two (2) years experience in a customer service role

OTHER

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 - maintains confidentiality of entrusted information
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PHYSICAL REQUIREMENTS

- Physical demands described are representative; reasonable accommodations may be made to ensure individuals with disabilities to perform essential functions
- Regularly required to stand or sit for long periods of time, walk, use hands and fingers, to handle or feel; reach with hand and arms, climb and/or balance, stoop, kneel, crouch or crawl, talk and hear
- Must regularly lift and/or move up to 20 pounds, occasionally lift and/or move up to 50 pounds with assistance
- Specific vision abilities required by this job may include close vision and ability to focus for long periods of time

WORK ENVIRONMENT

- Work environment characteristics are representative; reasonable accommodations may be made to ensure individuals with disabilities may perform essential functions
- May be exposed to outside weather conditions
- Temperature in the buildings may fluctuate
- Children may be present
- May require overnight travel