

Triangle Family Services seeks a friendly and attentive part-time Customer Service Representative to serve as part of our Front Desk Team. The shift is 2pm to close (approx 7pm) Monday thru Thursday with possibility of additional shifts. The role is to serve as the agency's "first impression" and to establish a welcoming and organized atmosphere for clients and stakeholders. Ultimately, the Customer Service Representative helps to ensure the smooth delivery of services through effective scheduling and client and staff communication as part of day-to-day operations.

Responsibilities:

- This position will manage the main telephone line;
- greet and register clients;
- process client paperwork and payments;
- provide information about agency services and community resources;
- enter and obtain data utilizing multiple databases;
- and provide administrative support for various program functions.

Desired Experience, Education, Skills and Knowledge:

- Experience with front desk or reception operations for a service delivery agency
- Excellent communication skills
- Experience working with diverse client populations
- Ability to multi-task while maintaining a warm and friendly demeanor
- Comfortable utilizing a variety of office systems, to include Microsoft Office products and electronic practice management systems.

Job Type: Part-time