



**Position Title:** Customer Service Representative (Front Desk)

**Reports to:** Operations Manager

**FLSA Category:** Hourly

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## Overview of Organization & Position

Since 1937, Triangle Family Services (TFS) has served as the place to turn for innovation and solutions for families facing crisis. TFS accomplishes its mission of, “Building a Stronger Community by Strengthening the Family”, through its three core program areas including, Family Safety, Financial Stability and Mental Health. Serving more than 2,000 families annually, with a 90% success rate, and 71% of our client base living below the federal poverty level. Families experiencing crisis seek TFS’ trained, accredited, and credentialed staff that provide critical financial, mental health and abuse intervention services. As TFS’ experts delve deeper into each family’s case, it is often found that there is a need to provide them with a comprehensive suite of services, which enables our community to thrive and prosper. Visit [www.tfsnc.org](http://www.tfsnc.org) for more information.

## Position Summary

The Customer Service Representative helps to ensure the smooth delivery of services through effective scheduling and client, patient, and staff communication. This position will help to set the tone for a welcoming, efficient, and trauma-informed service delivery environment.

## Job Responsibilities

- Handling incoming calls on the main telephone line.
- Greeting and registering clients.
- Processing client paperwork and payments.
- Providing information about the organization’s programs, services, and community resources.
- Entering and obtaining data utilizing multiple databases.
- Providing administrative support for various program and services functions.
- Escort visitors throughout the building as needed.

## Experience, Skills and Education

- Passion for Triangle Family Service’s mission of strengthening families.
- Experience with front desk or reception functions within a service delivery organization.
- Excellent communication skills.
- Skilled in Microsoft Office programs and willing/able to learn additional electronic client management databases.
- Strong interpersonal skills that appropriately balance empathy and accountability; ability to work with a diverse staff and client/patient base (bilingual English-Spanish a plus).
- Ability to multi-task while maintaining a warm and friendly demeanor.

- Systems thinker and problem solver; excellent organizational and time management abilities.
- Scheduling flexibility to support extended service hours as necessary.
- Positive, “can-do” attitude, flexibility, teamwork, and attention to detail; high degree of initiative.
- Excellent verbal and written communication skills
- Excellent organizational skills and detailed oriented
- Work well with a team and being held accountable for results.
- Calm demeanor and must be comfortable communicating and working with diverse populations and clients.

**Values:**

- Integrity: We act in a manner consistent with our words and beliefs
- Honesty: We deal with each other in a straightforward manner
- Respect: We treat others with care and consideration
- Courage: We pursue our beliefs with strength and perseverance
- Diversity: We seek; value; and respect differences among our teammates
- Balance: We strive for stability and vitality in our lives

**Working Hours/Conditions**

Onsite, Full-time 40 hours per week Monday through Friday. Must be able to sit or stand for varied periods of time throughout the workday. Some travel for off-site meetings, events or tasks may be required. Work schedule may involve occasional evening and weekend hours.

TFS provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

***TFS requires all employees to be fully vaccinated against COVID-19, where allowed by state or local law unless approved accommodation is applicable.***

**Please submit a cover letter, resume, and required salary range to [resume@tfsnc.org](mailto:resume@tfsnc.org) with the position title (Customer Service Representative (Front Desk)) in the subject line.**