



Philadelphia Youth Network, Inc. Job Description

Job Title: Customer Service Specialist		Location: 400 Market Street, Suite 200	
Division: Program Services		Department: Program Management & Implementation	
Reports to: Project Manager, PMI		Date Posted:	
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	Hours: 37.5 hours/weekly FLSA Status: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input checked="" type="checkbox"/> Temporary/Seasonal <input type="checkbox"/> Intern	
<p>About the Philadelphia Youth Network: The Philadelphia Youth Network (PYN) is a solutions-builder forging together significant players to alleviate a root cause of poverty by preparing 12-24-year-olds to become productive working adults. Our work is grounded in the understanding that young people need access to both education and employment, proven factors in being prepared for a career. With a track record of increasing impact, PYN funds and brokers action with the right partners to collectively address barriers. PYN constructs systems to create change, while innovating to meet evolving needs. Together with our partners, PYN dramatically changes the trajectory of individuals' lives by giving voice to underserved youth, and ultimately creating a pipeline for an educated, engaged workforce. For more information, visit www.pyninc.org.</p> <p>About the Program Services Division: The Program Services Division (PSD) ensures that PYN program models are designed and implemented with fidelity. As a conduit for local, regional and national best practices, the PSD ensures that programs are managed and evaluated to demonstrate the impact of the investment and services on youth in Philadelphia. In partnership with stakeholders who invest in the youth workforce development system and sub-contractors who directly serve the youth, PSD manages the resources of more than \$15.9 million for services to nearly 20,000 youth annually.</p> <p>General Job Description: The Customer Service Specialist is part of a seasonal team designed to support the implementation of PYN's summer program on behalf of WorkReady. The Customer Service Specialist will primarily be responsible for the management of the youth hotline and email system to provide customer support to those interested in connecting to and participating in Summer 2018 Programming. In addition, the Customer Service Specialist will work collaboratively with the PMI team to share accurate and consistent messaging related to WorkReady and PYN. The Customer Service Specialist will also assist with in-person inquiries as needed.</p>			

Essential Functions:

- Staff the youth hotline number by answering phone calls and following up on voicemail messages
- Manage and respond to email inquiries related to Summer Programming
- Assist with management and response to in-person inquiries related to Summer Programming as needed
- Communicate to and coordinate with necessary internal staff to provide assistance to external audiences
- Work collaboratively with the PMI team to identify messaging needs and strategy for informing audiences
- Drive the development of frequently asked questions and answers to be utilized by all PYN staff
- Serve as an example of professionalism for youth applicants over the phone, through email, and in person
- Input and track applicant information into necessary database(s)
- Other duties as assigned by the Summer Supervisor

Education, Experience & Skills Required:

- High school diploma or GED as well as pursuing additional education
- Excellent customer service skills
- Strong verbal and written communication skills
- Ability to take ownership and drive responsibilities through to completion
- Strong organizational, analytical, critical thinking and problem-solving skills
- Detail-oriented
- Ability to excel in a high-performing team and project a positive attitude
- Ability to employ flexibility and creativity in the face of ambiguity and challenge
- Proficiency in Microsoft Windows and Office
- Skill in the use of personal computers, related software applications and ability to integrate technology into operations
- Familiarity with PYN initiatives is preferred, but not required
- Successful completion of background checks (PA state criminal, Department of Public Welfare Child Abuse and F.B.I. fingerprinting)

Work Environment

This job generally operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Travel

Not required

Physical Demands

Physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee regularly communicates with business professionals at all levels. Employee must be able to exchange complex information accurately to a variety of internal and external audiences. The employee frequently moves about inside the office. Frequently operates a computer and other office equipment such as copy machine, printers, telephone, etc.

Work Authorization/Security Clearance

Successful completion of background checks (PA State Criminal, PA Department of Public Welfare Child Abuse, U.S. Department of Justice National Sex Offender Registry, and F.B.I. fingerprinting).

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Interested candidates should send a cover letter and resume to jobopps@pyninc.org.