Career Opportunity

CUSTOMER SERVICE SPECIALIST
This position is grant-funded from January – August 2020

Philadelphia Youth Network (PYN) has an immediate opening for a temporary full-time Customer Service Specialist that will support the WorkReady Summer Program deliverables for the Program Operations department.

The Customer Service Specialist is responsible for managing the WorkReady hotline and youth email inbox. Primary responsibilities include:

- Troubleshooting hotline requests regarding the summer application, enrollment process, etc.
- Navigating and redirecting calls to relevant staff related to customer needs, press inquiries, etc.
- Reviewing internal data sources to provide status updates to customers
- Answering phone calls and following up on voicemail messages from parents/guardians, providers and young people regarding WorkReady summer jobs in a timely manner
- Managing and responding to youth email inquiries related to WorkReady summer jobs in a timely manner
- Collaborating with applicable summer seasonal staff to report/resolve issues
- Collaborating with internal support departments as needed
- Meet and greet stakeholders across PYN programs as needed
- Participating in team and staff meetings
- Supporting other Program Operations efforts for PYN, as needed
- Supporting high volume summer activities at PYN as needed

Position requirements:
- High school diploma or GED; Associate degree preferred
- Strong verbal and written communication skills
- Ability to take ownership and drive responsibilities through to completion
- Excellent customer service skills
- Strong organizational, analytical, critical thinking and problem-solving skills
- Detail-oriented with a high level of accuracy
- Ability to excel in a high-performing team and project a positive attitude
- Proficiency in Microsoft Windows and Office
- Ability to work evenings and weekends, as needed
- Familiarity with PYN initiatives is preferred, but not required
- 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)
Interested candidates should send a cover letter and resume to devin.allen@officeteam.com.

PYN alleviates poverty by preparing young people to succeed in tomorrow’s workforce. PYN coordinates partners that connect young people to education and employment experiences, equipping them with the skills employers need. As a result, PYN creates a system of services that help young people become successful, creating a diverse local talent pipeline. Learn more at pyninc.org.