

Job Title: *Customer Experience Specialist*

FLSA Classification: Hourly

Position Status: Full Time

Department: Mission Advancement

Supervisory Responsibilities: None

Reports To: Director of Marketing

Job Purpose

Ensure our customers have a positive experience during their first interaction with Lacasa. The Bilingual Customer Experience Specialist is Lacasa's first impression. This person will be the smiling face and/or friendly voice that greets each customer who calls, comes in, or inquires online to Lacasa. He/she will manage all inquiries and help customers navigate Lacasa's programs and services. Whether finding ways to streamline processes or simply ensuring the best possible experience for customers, this position is both strategic and hands-on.

Essential Job Duties and Responsibilities

- Provide front-end guidance and follow-up assistance to:
 - All online and in-person prospective clients
 - All leads and referrals of Lacasa
 - Referral and community partners of Lacasa
 - Current, former, and prospective clients to Lacasa, as needed.
- Welcome and greet customers who come to the Goshen office and Elkhart office, both in person and remotely.
- Provide real-time replies via phone, email, online inquiry, or other means of communication that keep prospects engaged in the process.
- Effectively provide a warm hand-off of leads to counselors, coaches, or other staff members.
- Follow up with the hand off to ensure continuation of services for leads.
- Take initiative to follow-up with customers to ensure continuation of services.
- Be "in-the-know" with Lacasa events and services.
- Work closely with Marketing to improve and maintain customer experience.
- Continually develop strategies to identify areas for improvement and increased efficiency with regards to customer experience.
- Collect and maintain client records in accordance with all laws and governing agencies, such as, but not limited to the U.S. Department of Housing and Urban Development, NeighborWorks America, Indiana Housing and Community Development Authority, among others.
- Develop and maintain document retention and destruction processes including both paper and electronic files.
- Work with maintenance and real estate development staff, plan volunteer assignments that lead to positive engagement. Work with Lacasa staff to ensure the best use of volunteers.
- Work with outreach staff to coordinate Lacasa volunteers, paying special attention to groups and individuals involved and connecting to appropriate staff for further relationship development.

- Coordinate communication with outreach staff and group liaisons to ensure groups are prepared and excited about their coming experience. Ensure positive volunteer experience through coordinated on-site engagement, such as check-ins during and after their work time, and supplying drinks and snacks.
- Maintain accurate records of all volunteer hours and required documentation and waivers.
- Acknowledge volunteer engagement in timely and appropriate manner.
- Participate in community and professional meetings and training events as directed by supervisor.
- Represent Lacasa in staff meetings, annual meeting, or other community events as directed by supervisor.
- Perform other duties as assigned by supervisor.

Qualifications

Education

High school diploma required. College coursework preferred or equivalent related field experience, which included exercise of initiative, attention to detail, and independent judgment.

Experience

- Fluency in writing, reading and oral communication skills in English and Spanish
- Three+ years of experience in sales and/or customer service
- Multi-cultural experience preferred
- Previous experience working at a nonprofit organization preferred
- Excellent computer skills: proficient or advanced skill in Microsoft Suite (Word, Excel, Teams, and Outlook); Salesforce software preferred
- Strong interpersonal skills
- Ability to handle sensitive and confidential data with integrity
- Excellent communication skills; well-spoken
- Outgoing and positive demeanor
- Punctual with the ability to handle schedule flexibility
- Maintain a professional appearance
- Oversee multiple initiatives with a variety of deadlines
- Ability to communicate and collaborate with both business and stakeholders at varying levels of the organization

Performance Factors

- Respect for others and for Lacasa's mission and core values: **Respect Human Dignity, Work Together, Pursue Excellence, Build to Last**
- Excellent analytical abilities
- Knowledge of Lacasa services, as well as outstanding business acumen and the ability to work with people from varying backgrounds and education levels
- Self-starter who is comfortable with ambiguity
- Strong attention to detail

- Ability to work in a fast-paced and ever-changing environment and is driven by an intrinsic desire to excel in this role
- Excellent written and verbal communication
- Collaborative and approachable
- Organized with attention to detail
- Reflects a positive image to staff, volunteers, and community

Working Conditions

- Able to communicate and exchange information daily.
- Accepts moderate noise (i.e., business office with computers, phone, and printers, light traffic).
- Ability to remain at a computer terminal for an extended period.
- Some weekends and evenings required.
- Some local travel required. Must provide a personal vehicle with adequate vehicle liability insurance.
- Must provide and carry a personal cell phone during volunteer work times for communication with supervising staff.
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Applicant/Employee Signature

Date