

FAYETTE COUNTY COMMUNITY ACTION AGENCY, INC.

JOB DESCRIPTION

TITLE: Director of Customer Service

REPORTS TO: Director of Operations

RESPONSIBILITIES:

- Design and manage customer service processes.
- Coordinate with center managers in determining human resource needs.
- Ensure that customers are provided quality service.
- Define the work to be performed and develop procedures.
- Review progress of work to meet customers needs and Agency goals.
- Assist staff in resolving service problems, answer questions and address quality issues.
- Handle customer issues and complaints.
- Monitor and evaluate process for changes and improvements.