



Customer Relations Team Member Position Description

Title: Customer Relations Team Member

Customer Relations Team Member Description: Provides high quality customer service by responding to telephone inquiries, customer requests and problems. Researches and resolves problems and errors. Sells Metro Volunteers services and refers customers to appropriate sales staff.

Team Member Responsibilities:

- Understand the mission, vision and values of Metro Volunteers.
- Excellent communication abilities are essential.
- Receiving and placing telephone calls.
- Maintain solid customer relationships by handling customers' questions and concerns with speed and professionalism.
- Performs data entry and use software programs.
- May require research skills to trouble shoot customer problems.

Qualifications:

- Strong telephone and customer service skills
- A passion for volunteering and willingness to share that passion and knowledge with customers
- Strong written and verbal communication skills
- Team orientated attitude
- Organized and detail-oriented
- Ability to prioritize and manage time efficiently
- Windows competency

Time Commitment: Flexible 5 to 6 hours twice a week

Length of Commitment: Six months to one year commitment

Benefits:

- Make a difference in Denver!
- Friendly work environment.
- Opportunity to meet and talk with people interested in making our community a better place.

Start Date: Immediately To Volunteer or ask questions? Contact Ericka Fleming at 303.282.1234 ext. 308 or erickaf@metrovolunteers.org