



**Philadelphia Youth Network, Inc.
Job Description**

Job Title: Customer Service Specialist		Location: 400 Market Street, Suite 200
Division: External Relations		Department: Program Operations
Reports to: Director, Program Operations		Date Posted: 12/19/2018
Benefits: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Not Eligible	Hours: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Type of Position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time Temporary <input checked="" type="checkbox"/> Seasonal <input type="checkbox"/> Intern

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.

About the Program Operations Department:

The Program Operations (PO) team ensures that PYN's programmatic and operational strategies are implemented with fidelity and supported through the planned lifecycle. As a conduit for local, regional, and national best practices. The PO team works in partnership with stakeholders who invest in the youth workforce system and sub-contractors who directly serve the youth, which manages centralized administrative processes and protocols that increase system-level and individual program efficiencies across year-round, summer, and pilot programming. Works closely with sub-contracted providers and local partners to manage programming; to monitor service delivery; and to oversee the programmatic wage and incentive system, ensuring administrative efficiency and accuracy. The PO team continuously analyzes and modifies the design of operational and programmatic structures to maintain a high level of performance across programming in Philadelphia.

General 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 Program Operations 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.

Essential Functions:

- Staffing the youth hotline number by answering phone calls and following up on voicemail messages
- Managing and responding to youth inbox email inquiries related to Summer Programming
- Assisting with management and response to in-person inquiries related to Summer Programming statuses as needed
- Communicating with Program Operations team and appropriate seasonal staff to provide assistance to external audiences
- Working collaboratively with the PO team to identify messaging needs and strategy for informing audiences via communication strategies
- Using and updating the “frequently asked questions” tool and fielding answers in order to be used 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; 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 jobopps@pyninc.org.