

## **On-Call Customer Service Lead**

Community Resource Centers are designed to provide customers and residents a safe location to meet basic power needs (i.e., charging cell phones and laptops and Wi-Fi access where possible), and provide up-to-date information in neighborhoods and communities when a community wide power safety shutoff event occurs.

Southwest Strategies is looking for qualified candidates to serve as on-call Customer Service Leads (CSLs) at Community Resource Centers. The 6-month assignment begins June 1.

Work would range from 1-3 days and will likely include 8-hour shifts, working with community members during emergency situations. CSLs will be responsible for:

- Managing 1-2 Customer Service Support staff
- Greeting customers, managing inquiries, handing out supplies
- Leading safety briefings before shifts
- Checking in with the Emergency Operation Center (EOC) on escalated issues
- Supporting CRC setup, including setting up signage and supplies
- Coordinating with media team on media inquiries
- Providing clear and detailed reports during and after each shift
- Maintaining consistency between shift changes by communicating with incoming/outgoing Community Service Lead

### Qualifications:

- Be at least 18 years of age
- 2+ years' work experience in a community outreach or customer service position with direct customer contact in a high-paced, structured environment
- Ability to use a smart phone application or other reporting tools to track CRC attendance, resources, information, etc.
- Ability to work flexible schedules, extended hours, nights, weekends
- Ability to lift up to 25 pounds
- Valid California driver's license with clean DMV record
- Ability to report to work location on short notice (typically 24-48 hours from time of notification)

### Education:

- High school diploma, GED or equivalent work experience (Required)

### Work Location:

- One location

### Benefits:

- None

### Schedule:

- 8 hour shift
- On call

Company's website:

- <http://www.swspr.com>

Work Remotely:

No

If you're interested in the position, please send a resume to [info@swspr.com](mailto:info@swspr.com).