

Camp Fire First Texas Job Summary



<i>Job Title</i>	Seasonal Customer Support & Registration Coordinator
<i>Department</i>	Marketing
<i>Position Level/ Classification</i>	4
<i>Location</i>	Camp Fire Resource Center, 2700 Meacham Blvd Fort Worth 76137
<i>In-Person/Virtual</i>	2 days per week in person, 3 days per week remote work option following successful completion of training and onboarding (June & July 1 remote workday being Sunday afternoons)
<i>Reports To</i>	Customer Support Manager
<i>FLSA Status</i>	Nonexempt
<i>Full/Part Time</i>	Seasonal (April-August) Part Time (30 hours per week)
<i>Regular/Temporary</i>	Regular
<i>Compensation Package</i>	\$14.50 per hour
<i>Start Date</i>	April 3, 2023

APPLY NOW

Our Commitment to Equity

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. We would encourage you to apply, even if you don't meet every one of our qualifications listed. If you are unsure whether you meet the qualifications of this position, please feel free to contact us to discuss your application. Camp Fire strives to create an inclusive environment that welcomes and values the diversity of the people we serve. We foster fairness, equity, and inclusion to create a workplace environment where everyone is treated with respect and dignity.

Our Investment in You

Through a commitment to equity, continuous learning and by leading with our values, we believe in maintaining a supportive work culture while providing the highest quality programming. Camp Fire is putting the call out to the passionate individual who is ready to join our team.

Job Summary: We are looking for an exceptional customer-oriented support representative. This position will communicate with customers via telephone and electronic channels to provide information in response to inquiries about programs and services, answer questions, assist with registration team and efficiently and properly resolve customer concerns.

Essential Functions:

A successful candidate is genuinely excited to help customers. They're patient, empathetic, and passionately communicative. They love to talk and understand the value of good communication skills and can easily put themselves in a customer's shoes. Problem-solving comes naturally and they are confident at troubleshooting and investigate if they don't have enough information to answer customer questions or resolve complaints.

These skills are applied through:

- Receiving and placing customer support telephone calls, emails and text
- Maintaining solid customer relationships by handling questions and concerns with speed and professionalism, seeking to exceed expectations when possible
- Resolves product or service problems by clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, and following up to ensure resolution
- Striving to meet response time goals (12-24 hours after customer contact)
- Operating proficiently with PC equipment utilizing multiple current software platforms
- Honoring the sensitive and sometimes confidential nature of communications with customers
- Drafting status reports on customer support issues
- Data entry and research as required to troubleshoot customer problems
- Organizing and maintaining accurate records in registration systems
- Serving customers by providing product and support information
- Answering product and support questions and suggesting information about other programs and services
- Recommends potential products or services to management by collecting customer information and analyzing customer needs
- Contributes to team effort by accomplishing related tasks as needed

Required Knowledge/Skills/Abilities:

High school diploma

Two (2) years of experience in a front-facing customer service role/industry

Familiarity with office software and phone systems

Conflict resolution skills

Problem Solving

Detail Oriented

Strong phone contact handling skills and active listening

Ability to adapt/respond to different types of characters

Excellent communication and presentation skills

Ability to multi-task, prioritize, and manage time effectively

Ability to analyze information

Ability to learn a variety of software and procedural information as well as the various computer systems supported

Preferred Knowledge/Skills/Abilities:

Associate or bachelor's degree; OR commensurate experience in a front-facing customer service role/industry

Proven customer support experience or experience as a Client Service Representative

Familiarity with CRM systems and practices

Outbound customer call experience

Account collection experience

Spanish speaking a plus

Advanced computer skills: Microsoft 365, Teams

CampBrain registration software

Essential Functions:

- Ability to lift 10 pounds
- Ability to observe through site and sound
- Ability to drive and have transportation
- Ability to communicate clearly
- Ability to use office equipment including copiers, computers and telephones
- Ability to work weekends (Sundays Required- June- August)
- Ability to sit outside in higher temperatures for extended periods of time
- Ability to pass background and drug test

Relationships:

This position directly reports to the Customer Support Manager and will collaborate with the marketing, registration and program teams to support camping and outdoor programs, afterschool and summer day camps. This role will also interact extensively with parents, customers, youth and the general public.

Accountability:

This position is responsible for maintaining solid customer relationships by handling questions and concerns with speed and professionalism. Resolving customer complaints, managing database records, and drafting status reports on customer support issues.

Key Area of Responsibility:

Key Area of Responsibility	Specific Duties
Project Operations	Assist families with registration process Review enrollment paperwork for accuracy Maintain customer records Support the payment process functions in software Keep records of customer interactions, process customer accounts, and file documents Manage large amounts of incoming phone calls Resolve customer problems or complaints Maintain customer records Maintain solid customer relationships Outbound customer calls
Marketing & Communication	Assist with program/sales evaluation process Communicate customer issues Follow communication procedures, guidelines, and policies Build sustainable relationships and trust with customer accounts through open and interactive communication Attend community events and open houses as needed to support registration and customer support needs
Facilities & Equipment	Maintain an expert level knowledge of software and systems that support program registration Follow operations manual for registration and customer support
General Responsibilities	Maintain knowledge of all Council programs and operations Provide assistance as needed concerning key areas of responsibility

	Communicate regularly with supervisor about unusual events, special needs, participant concerns and suggestions Other duties as assigned
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About Camp Fire:

Camp Fire First Texas is a 501(c)(3) nonprofit organization that invests in North Texas communities by providing out-of-school time and outdoor learning programs for children and youth while also offering workforce development programs for early childhood educators. We envision a community in which every child has equitable access to the learning opportunities they need to succeed and thrive in a rapidly changing world.

The customer support and registration team serve an integral role in creating a cohesive customer experience for all program participants. This role will work with all departments and most programs but will be rooted in the marketing and communications arm of the organization.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

Our Commitment

Camp Fire welcomes and embraces all youth of diverse cultures, beliefs, experiences, and identities. We are committed to creating a culturally-responsive, inclusive, and safe environment for all children, families and staff. Camp Fire First Texas is an Equal Opportunity Employer. Employment decisions are made without regard to race, age, religion, color, gender, gender expression and identification, sexual orientation, national origin, physical or mental disability, marital or veteran status, or any other classification protected by law.

Apply:

[Apply online](#) or email HR@CampFireFW.org a cover letter, resume & salary requirements. View other open positions at <https://www.campfirefw.org/careers/>.

Employment at Camp Fire First Texas is on an at-will basis. The employee and the organization are each free to terminate the relationship at any time without cause.

Due to the volume of responses, only qualified parties will be contacted. No phone calls or follow up emails, please.

