



EARLY LEARNING COALITION
OF POLK COUNTY

Heart of Education

Customer Service Representative

This is a customer service, clerical and administrative support position to the staff of the Coalition. The customer service representative will attend to visitors and deal with inquiries on the phone and face to face.

The Customer Service Representative provides excellent customer service to all visitors and staff in our offices. Such duties as data entry, computer support, maintaining electronic files, daily mailing, copying, and telephone are required. This position will be cross-trained with other clerical positions. Must be able to function as a team member and work on multiple projects at the same time. The Customer Service Representative must possess excellent verbal and written skills, present a professional personal presentation, show close attention to detail and have strong computer skills. The position must show reliability, initiative and practice stress tolerance.

This position requires a High School Diploma or equivalent. Bi-lingual English/Spanish required. A working knowledge of computers and relevant software applications, ability to answer a rolling phone system and knowledge of customer service principles and practices are of key importance. Position requires at least 2 years' experience working in customer service or related field. Possess the ability to bend, stoop, and lift at least 30 lbs., and be able to sit for extended periods of time.

An application is available on our website.
Email completed application and resume to:
hr@elcpolk.org

The Early Learning Coalition of Polk County is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, religion, creed, color, age, sex, sexual orientation, gender, gender identity, gender expression, national origin, ancestry, marital status, medical condition, disability (mental and physical), military and veteran status, pregnancy, childbirth and related medical conditions, or any other characteristic protected by applicable federal, state, or local laws and ordinances. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.