



EARLY LEARNING COALITION
OF POLK COUNTY
Heart of Education

Customer Service Specialist - Bilingual

The Coalition is seeking a receptionist, administrative position to support staff and clients of the Coalition. The receptionist will attend to clients and visitors, and deal with phone and face-to-face inquiries. A bilingual candidate with fluency in Spanish or Creole language is required.

The Receptionist provides excellent customer service to all clients, visitors, and staff in all our offices. Knowledge of how to perform duties such as data entry, computer support, maintaining records and files, daily mailing, copying, and telephone usage and etiquette are required. All clerical, administrative positions will be cross-trained and function as a support team to all Coalition employees. Must be able to function as a team member and work on multiple projects at the same time. The receptionist must possess excellent verbal and written skills, a professional personal appearance, and show close attention to detail.

A High School Diploma or its' equivalent is required. AA preferred. A working knowledge of computers and relevant software applications, ability to answer multi-line phone system and knowledge of customer service principles and practices are of key importance. Position requires at least 2 years experience.

An application is available on the website. This position will close when the position is filled. Send resume and signed application to:

Early Learning Coalition of Polk County
Attention: Human Resources
115 South Missouri Ave., Suite 201
Lakeland, FL 33815.
Fax number: 863-733-9078
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.