NOTICE OF JOB POSITION OPENING

POSITION TITLE: Customer Service Representative
LOCATION: 500 S. 15th St., McAllen, TX 78501
REPORTS TO: Director of Homebuyer Development
PAY RANGE: Pay Grade A ($22,880 - $32,760)

PRIMARY PURPOSE:
To deliver high-quality customer service to all individuals who come into or telephone call the
AHSTI’s NeighborhoodWorks® HomeOwnership Center efficiently and expeditiously and in
accordance with established policies and procedures. To provide administrative assistance to the
Director of Homebuyer Development and Center staff.

RESPONSIBILITIES:
1. Deliver high-quality customer service to all individuals who come into or telephone call the
   AHSTI’s NeighborWorks® HomeOwnership Center.
2. Recommend improvements in products and procedures as necessary to ensure the optimum
efficiency and effectiveness of the service delivery system.
3. Create and manage customer records in AHSTI’s Client Management System.
4. Provide administrative support to Center staff as requested.
5. Reminder calls for counseling appointments.
6. Register customers for classes.
7. Provide proper documentation for Walk-ins and ensure sign-in.
8. Help customers with warranty fill out repair forms.
9. Help customers create their profile at the lobby kiosk or by phone.
10. Assist rehab specialist with program applications / applicants for emergency funds program.
11. Assist in maintaining inventory and adequate stock of all supplies including but not limited to
general office supplies, copy and printer paper, etc.
12. Assist with the maintenance and updating of kiosks and bulletin boards within the center,
featuring partners, required literature, and center activities.
13. Bake cookies on Tuesdays and Thursdays and/or as needed and place order before runs out.
14. Maintain a high level of ethical behavior and confidentiality of information.
15. Assist with evening and weekend classes as needed.
16. Assist with company events.

EDUCATION/CERTIFICATION/EXPERIENCE:
1. High School Diploma from an accredited high school or equivalent.
2. Two years’ college coursework from an accredited college/university preferred.
3. Minimum of two years’ experience in the area of customer service and clerical management duties

ADDITIONAL ELIGIBILITY QUALIFICATIONS:
1. Fluent in Spanish language in both written and verbal styles.
2. Excellent typing and computer skills.
3. Working knowledge of Microsoft Office and Excel suite programs.
4. Excellent interpersonal skills necessary to positively represent the agency and to interact professionally with all employees, customers and outside entities.
5. Ability to work with customers and staff with diverse backgrounds.

Complete online application at www.ahsti.org [Select Careers]. Questions? Email careers@ahsti.org

Affordable Homes of South Texas, Inc. and its affiliated entities do not discriminate against any employee or applicant for employment because of race, color, religion, gender, age, national origin, disability, sexual orientation, marital status, military status, or on any other basis prohibited by law.