



POSITION ANNOUNCEMENT

Customer Service Representative I

About Us

La Casa de Don Pedro, Inc. (LCDP) was founded in 1972 by a group of local activists seeking to establish educational and charitable programs to meet the needs of Newark's Puerto Rican community.

Named in honor of Don Pedro Albizu Campos, LCDP has since evolved to become the largest Latinx-led organization in the state of New Jersey, serving 50,000 Newark and Essex County residents annually under three central pillars: Early Childhood Development (Prenatal, Early Head Start, Head Start, and Pre-K); Healthy Homes (Low Income Heating and Energy Assistance Program [LIHEAP], Weatherization, Lead Remediation/Abatement); and Community Empowerment (Women & Family Center, Immigration, Workforce Readiness, Youth Enrichment, Housing & Home Ownership Support, and Community Organizing). For more information, please visit www.lacasanwk.org and be sure to follow @lacasanwk on all social media platforms.

Who we Seek

La Casa de Don Pedro seeks a Customer Service Representative I that supports the LIHEAP Manager in assisting with the day-to-day administration and operations of the Healthy Homes Department. To be successful in this role, the Customer Service Representative I should be able to interact with program participants, answer routine inquiries, and assist with enrollment applications. The Customer Service Representative I will serve as an integral member of the Healthy Homes Department and will contribute to the overall efficiency of La Casa de Don Pedro by providing personalized and timely support.

Duties and Responsibilities:

- Greet program participants and answer telephone inquiries.
- Assist program participants with completing LIHEAP & USF (Low Income Home Energy Assistance Program/Universal Service Fund) enrollment applications.
- Verify accuracy of supporting documentation and income eligibility entered into database system.
- Provide accurate agency program information and makes referrals.
- Make follow-up phone calls to program participants regarding the status of their enrollment application.
- Responsible for creating and maintaining program participant files.
- Conducts home visits as deemed necessary.
- Responsible for sorting, opening, date-stamping, and filing incoming and outgoing mail and documents.
- Responsible for outreach with the goal of increasing awareness of La Casa programs and services in the community and increasing participant numbers.
- Other duties may be assigned to meet business and departmental needs.

Educational, Required Skills and Experience Requirements:

- Associates Degree with two years of related work experience.
- Excellent organizational and public communication skills with ability to speak and write in English and other languages a plus.
- Computer skills using Microsoft Office and other data applications with a minimum of 35 wpm.

Physical Requirements:

- This position is mostly a sedentary role and requires sitting for long periods.
- Must be able to lift up to 15 pounds.

**The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Compensation, Schedule, and Other Information:

- **Employment type:** Full-time
- **FLSA status:** Non-exempt
- **SOC code:** 43-4050
- **Reports to:** LIHEAP Manager
- **Schedule:** Mondays, Tuesdays, Thursdays, and Fridays from 9:00am – 5:00pm; on Wednesdays from 9:00am – 7:00pm; Evenings and weekends may be required; On-Site work only.
- **Compensation:** \$16.00 per hour
- **Fringe Benefits:** Health, employee assistance program, vision, dental, life insurance, paid time off, paid sick leave, and 401k retirement plan offered.

COVID-19 Vaccination Requirements

- La Casa de Don Pedro requires vaccination against COVID-19 for all employees. Reasonable Accommodation based on qualifying disability, medical necessity or sincerely held religious belief in accordance with applicable law will be considered upon request.

To Apply

- Please send a resume along with a thoughtful cover letter via e-mail to careers@lacasanwk.org with “**Customer Service Representative I**” in the subject line.
- No telephone calls. Only candidates considered for an interview will be contacted.

La Casa de Don Pedro, Inc. is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex (including sexual orientation, gender identity and pregnancy), status as a parent, national origin, age, disability (physical or mental), protected genetic information, political affiliation, military service, non-merit based factors, or any other characteristic protected by law. We encourage candidates from historically underrepresented backgrounds to apply.