JOB DESCRIPTION

Bilingual Full-Time Call Center Agent, Diesel Program

Category: Non-Exempt  
Supervisor: Call Center Supervisor
Last Updated: 9/6/2019

Join a highly creative, collaborative, and multi-faceted team working together to benefit, support, and enhance the California Community Colleges—the largest and most diverse system of higher education in the nation. Incorporated in 1998, the Foundation for California Community Colleges (Foundation) is the official non-profit serving the California Community Colleges’ (CCC) system, Board of Governors, and the statewide Chancellor’s Office.

The Foundation is the trusted partner of the California Community Colleges—facilitating collaboration, accelerating innovation, and increasing system wide resources.

The Foundation for California Community Colleges (“FCCC”) administers and manages a call center which provides services to the public for multiple Air Quality Programs.

The FCCC is under contract with ARB (California Air Resources Board) to administer the Diesel Hotline through a partnership with the mobile source Compliance and Reporting Assistance Section. The Hotline is responsible for providing year-round call center services to stakeholders and the public who are subject to various diesel fleet regulations to reduce particulate matter, oxides of nitrogen, and greenhouse gases. The Compliance and Reporting Assistance Section is responsible for working with stakeholders in understanding regulatory requirements, assisting fleets with compliance planning and reporting, and developing compliance assistance material and other outreach. It provides accurate, detailed regulatory and incentive program information for various CARB diesel regulations, via telephone and e-mail.

Job Purpose
Under immediate supervision, the Call Center Agent will be responsible for duties related to outreach and compliance assistance for all ARB heavy-duty diesel regulations and incentive programs.

Essential Job Duties/Responsibilities

• Answer complex technical calls on a daily basis to assist the public with various diesel programs; gather information and serve as a primary resource for various mobile source diesel programs.
• Maintain accurate records of calls completed in a data base format. Reviewing and analyzing call data records for accuracy, completeness and to identify trends and patterns.
- Provide detailed regulatory and incentive program information to the public & stakeholders on various CARB diesel regulations, via telephone and e-mail.
- Research, support, and assist CARB program staff as needed; including researching regulatory language, calculating fleet compliance, tracking stakeholder assistance and outreach event contacts.
- Maintain up to date working knowledge of various CARB diesel regulations and enforcement efforts to ensure accurate information is conveyed to the public
- Triage inbound calls and serve the public based on assessment of needs
- Assist stakeholders, fleets, and owner operators in determining fleet compliance and eligibility for a variety of incentive programs offered
- Verify and enter data into a variety of database-related software applications
- Document inquiries and complaints
- Perform other duties as assigned

**Supervisory Responsibilities**
None

**Level of Supervision**
Receives moderate supervision and general direction as to goals and achievement of those goals. Evaluated based on the successful achievement of goals.

**Knowledge, Skills, and Abilities**
- Prioritizing tasks and efficiently managing time
- Ability to utilize screening methods to obtain information from consumers to assess eligibility for the appropriate program
- Ability to exercise good judgment and effectiveness in working with a high-performing, mostly technical team
- High proficiency with Microsoft Office Suite, database-related software applications and other office equipment required
- Ability to learn quickly and willing to ask for help
- Skills in both written and spoken communication to support customers, teammates, and external users with a wide range of skill levels
- Knowledge of current principle and practices of customer service required
- Preparing, reading, analyzing, and interpreting documents
- Ability to work in a collegial, collaborative environment.
- Ability to read, analyze, and interpret the documents
- Ability to respond effectively to inquiries or complaints
- Ability to effectively present information
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to apply principles of logical thinking to a wide range of intellectual and practical problems
• Ability to multitask, prioritize tasks, and to efficiently manage time
• Ability to apply problem solving techniques to provide effective customer service
• Ability to communicate effectively with individuals from diverse socio-economic educational and cultural backgrounds
• Ability to follow oral and written instructions
• Ability to prioritize tasks and efficiently managing time

Education and Experience
• High School diploma or GED required
• Minimum one year of experience in customer service required
• Previous Call Center experience a plus
• Bilingual in Spanish

Working Conditions and Travel
Well-lighted, heated and air-conditioned indoor office setting with adequate ventilation. No travel required

Physical Requirements
• Ability to work at a computer workstation for periods up to 4 hours at a time
• Ability to speak on the telephone for a total of up to 8 hours per day
• Ability to sit for up to 3 hours without breaks
• Ability to walk and stand for up to 4 hours without breaks

To Apply
For immediate consideration, please submit a letter of interest and resume saved as Microsoft Word (.doc/.docx) or Adobe Acrobat PDF (.pdf) documents to jobs@foundationccc.org. Please include in the subject line: “Full-time Call Center Agent, ARB”.

The Foundation for California Community Colleges provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity, gender expression, national origin, age, veteran status, disability or genetics. In addition to federal law requirements, The Foundation for California Community Colleges complies with applicable state and local laws governing nondiscrimination in employment.