Job Advertisement

Bilingual Call Center Agent

The Foundation for California Community Colleges (FCCC) is on a mission to double its impact in the next 10 years. We are a group of relentless optimists and innovators in education, working collaboratively with public and private partners to help improve the student experience and expand pathways to economic and social mobility in communities across California. We are seeking a Call Center Agent to join the Foundation in its mission of benefitting, supporting, and enhancing the California Community Colleges—the largest and most diverse system of higher education in the nation.

The FCCC is under contract with the California Air Resources Board (ARB) 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.

WHAT YOU’LL DO

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.

WHAT YOU BRING

- 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.
IDEAL CANDIDATE QUALITIES

- High School diploma or GED required
- Minimum one (1) + year of experience in customer service required
- Minimum one (1) + year of previous Call Center experience required
- Bilingual in Spanish
- 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
- Passionate about providing students with stronger pathways to education and building a more just and equitable California overall
- A self-starter and quick learner who is highly motivated and outcome-oriented, always seeking innovative approaches to project execution
- A strategic and creative thinker who can problem-solve, working within and across teams to swiftly respond to needs identified across the California Community Colleges
- Practices ownership, takes accountability, and has the ability to project manage, prioritize tasks, and deliver quality products on time with limited supervision
- Ability to work on a fast-paced team and build and maintain collaborative working relationships with internal and external stakeholders

WHAT WE OFFER

You’ll join a group of mission-driven, passionate, equity-minded individuals with a strong desire to impact and change lives for the better through education. As the official nonprofit auxiliary to the Chancellor’s Office, we aim to ensure our team reflects the diversity of the California Community Colleges and the 2.1 million students, campuses, and communities it serves. Individuals are hired for their deep understanding of each population’s unique needs, and will join a collaborative environment where each team member plays an important role in helping Californians across all communities improve their social and economic mobility and build a better future for themselves and their families.

We operate from an office located in downtown Sacramento’s thriving R Street corridor. Our benefits include the CalPERS defined benefit retirement plan, generous medical, dental, and vision, tuition reimbursement, and more. We take a strategic and comprehensive approach to investing in our people, fostering an environment for employee growth and providing diverse opportunities for continued learning, professional development, and advancement.

To learn more about the position, read the full job description > Bilingual Call Center Agent, Community Impact

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: “Bilingual Call Center Agent”.