



## **DORCAS INTERNATIONAL** **INSTITUTE OF RHODE ISLAND**

**Customer Service Specialist-** Are you a people person? Do you take pride in customer service? If so, then Dorcas International has a job for you.

For nearly 100 years, **Dorcias International Institute of Rhode Island** has helped new arrivals and those with cultural and language barriers achieve autonomy through education, employment services, refugee resettlement, interpreting and translating, immigration and citizenship services.

The **Customer Service Specialist** attends to clients, community members, and visitors who come to DIIRI's South Campus seeking immigration advice and/or other services. S/he is responsible for providing professional assistance to clients by offering up-to-date information about agency programs and services. Some of the responsibilities of the Customer Service Specialist include: maintaining complete knowledge of the agency's organizational structure, greeting and directing persons to correct destinations, screening and directing calls, and providing basic program information and referrals based on client requests.

### **The candidate should have the following**

- ✓ Able to work independently and self-manage daily tasks and time requirements
- ✓ Knowledge of customer service principles and practices
- ✓ Excellent interpersonal and communication skills
- ✓ Knowledge of computers and software applications including Microsoft Office Suite
- ✓ Proficient bilingual skills in Spanish/English
- ✓ Minimum of an Associate's Degree or equivalent experience
- ✓ At least two years for Customer Service experience

### **Why should you apply?**

- ✓ Health benefits (medical, dental, etc.)
- ✓ Vacation, sick, personal leave & 12 paid holidays
- ✓ 403b and Life Insurance
- ✓ Full-time position
- ✓ Salary range \$24,897- \$28,080

**Interested applicants should send a resume & cover letter by  
8/04/2017 to [Msique@diiri.org](mailto:Msique@diiri.org)**