



Customer Service Rep. Apprenticeship Description

Vital Link helps young people gain experience, unlock doors and build the confidence they need to create a better future.

Vital Link is a nonprofit organization with a mission to provide career exploration to in-school and out-of-school youth to create a stronger workforce and our success depends on our unique ability to be the link between industry and education, to solve problems and overcome obstacles that prevent students' access to education, experience and opportunities.

If you are enthusiastic about connecting with people, energized by our mission and vision, enjoy being a part of a team- we invite you to apply!

Under the supervision of the Management team and the Lead Coordinator, the Program Coordinator is responsible for ensuring the planning, coordination, and implementation of quality educational, enrichment, and recreational programs and activities. The Coordinator also performs administrative duties and ensures that program requirements are met.

KEY ROLES (Essential Job Responsibilities):

Prepare Youth for Success

- Promote and stimulate program participation.
- Register participants into the program.
- Provide guidance and role modeling to participants.

Program Development and Implementation

- Plan, schedule, and ensure the implementation of quality programs and activities in core program areas that meet required guidelines.
- Oversee and ensure the implementation of quality, small and large group, organized, structured educational, arts & crafts, athletic, enrichment, and social recreation activities for youth in the middle school level.
- Create and maintain inventory and ensure the proper storage and maintenance of all program equipment.
- Ensure that all program areas are organized and clean.
- Ensure that there is a positive environment for participants to learn, interact, and grow.
- Network with industry representatives to join as volunteers, judges, speakers, or hosts of the programs.
- Work with education partners to create the programs, ensure success and provide data per each program.
- Attend mandatory meetings and training sessions.
- Create, maintain, and submit accurate program schedules, attendance, records, and reports.
- Oversee proper tracking of data for reporting purposes.
- Assume other duties and responsibilities as assigned.

- Discuss goods and services with customers and patrons

- Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- Keep records of customer interactions or transactions recording details of inquiries,



complaints, or comments as well as actions take.

- Check to ensure that appropriate changes were made to resolve customer issues
- Provide notifications to customers
- Contact customers to respond to inquiries or notify them of claim investigation results
- Calculate cost of goods and services
- Determine charges for services requested, collect payment or arrange billing
- Prepare documents for contracts, transactions, or regulatory compliance
- Complete forms, prepare change of address records, issue service discontinuance orders, using computers.
- Refer customer to appropriate personnel
- Refer unresolved customers grievances to designated departments
- Review insurance information
- Review policy and determine if changes are needed to coverage is provided
- Inspect items for damage or defects
- Review claims
- Promote services , products or programs
- Solicit sales of new or additional services or programs
- Coordinate operational activities
- Recommend improvements in products, packaging, shipping, billing methods or future procedures.

Requirements and Qualifications:

- Ability to communicate well independently and as a member of a team, to prioritize tasks
- and to develop and maintain effective working relationships with a variety of stakeholders.
- Build relationships with industry professionals in order to build new partnerships and areas of growth for programs.
- Excellent interpersonal, organization and leadership skills.
- Demonstrated ability to achieve outcomes, experienced problem-solver, creative thinker, personable, and flexible.
- Accuracy and close attention to detail, ability to work with minimum supervision.
- Computer literacy, including Adobe, Microsoft Office (Excel, Word, Publisher, Canva, Google Workspace).
- Perform additional duties as requested by the Management team
- A passion to help make a difference in the lives of students.
- California Driver's License, car insurance and reliable transportation to travel to meetings, events, and other activities.
- Must pass a background check



- Will be asked to complete a TB test

Benefits:

- 401(k)
- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

License/Certification:

- Driver's License (Required)

Work Location: Hybrid