

Itinerant Field Operations Support II

CCAF has an Itinerant Field Operations Support II (IFOS II) position in the Field Operations Department. This IFOS II position will provide services in the Northern CA territory. The successful candidate has the ability to be cross-trained in the areas of Field Advisor, Customer Advisor, and Outreach Specialist. The IFOS II must have the ability to complete their assigned tasks independently plus the ability to adjust to changing priorities directed by their supervisor.

Essential Duties and Responsibilities *include the following. Other duties may be assigned.*

GENERAL DUTIES AND RESPONSIBILITIES:

- Prepare periodic reports as required by Management, detailing activities performed. These reports will include but not be limited to equipment inventory, customer contacts, and travel expenses.
- Be responsible for a company leased vehicle and its upkeep.
- Be responsible for appropriately maintaining company assets.

IN THE CUSTOMER ADVISOR ROLE:

- Act as the initial point of contact for all aspects related to customer service and DDTP equipment/services distribution in the service center.
- Process certification information; assess customer needs according to disability type.
- Maintain accurate, ongoing inventory in order to account for all equipment received and distributed by the Service Center.
- Understand and perform all activities related to customer service and on-site service delivery of DDTP telephone equipment/services distribution.
- Work with multiple data bases in order to maintain accurate records for inventory and customer records.

IN THE FIELD ADVISOR ROLE:

- Schedule appointments, deliver and install equipment in customers' homes.
- Provide training to customers on specialized telephone equipment, and network services; process certification and assess customer needs according to disability type.
- Act as the initial point of contact for all aspects related to DDTP customer service and equipment/services distribution to the customers' homes.

IN THE OUTREACH SPECIALIST ROLE:

- Make presentations and equipment demonstrations to groups as identified above; set up and staff booths at health fairs and similar gatherings where people are assembled who are likely customers of DDTP products and services.
- Present on or share knowledge of the types of services and equipment available to meet the telecommunications needs of persons with functional limitations when using the telephone.
- Present on or share knowledge of the eligibility qualifications and certification necessary for individuals to receive assistance from the program.
- Access and utilize available resources from diversified user groups through consultation with organizations, businesses and service agencies representing all user groups to network, access groups for public education and to obtain public input regarding the services provided through the CTAP and CRS Programs. Diversified user groups include: Senior Citizens, ethnic groups, disabled members of specific ethnic and cultural communities, SHHH, ALDA, Deaf, hard of hearing, brain injured, cognitively impaired, mobility impaired, speech disabled, deaf-blind, the general public, and others.

- Generate Outreach events to underserved communities.

Language Skills:

- Fluency in American Sign Language, as well as English, is required for this position. Knowledge of Deaf culture is a plus.

Education and/or Experience:

- AA degree from a two year college or equivalent experience; plus three years related experience in customer service and/or outreach work.

Travel:

- The IFOS II must have the freedom and ability to travel extensively within DDTP service territory, and to spend nights away from their home base as required.

Physical Demands:

- This position will take the employee into a wide range of environmental circumstances. While working in any of the four CTAP Service Centers, the employee will be in a modern and comfortable business environment. While representing the employer in the capacity of an Outreach Specialist, the environment may be hot or cold, dry or wet. While visiting customers' homes in the capacity of a Field Advisor, the context will vary from the extremely comfortable to the extremely uncomfortable. The employee must occasionally lift, bend and/or move up to 35 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

What we Offer:

CCAF provides a comprehensive compensation and benefits package, including a starting annual salary of \$59,165, medical, dental and vision coverage, 401(k), an employer sponsored retirement plan, holidays and vacation days, and much more.

To be Considered:

Email your cover letter and resume to www.jobs@ccaf.us. Please include IFOS II – North in the subject line of your email. To learn more about the Deaf and Disabled Telecommunications Program (DDTP) please visit our website at www.ddtp.org. A copy of the complete job description is located at www.ccaf.us.

DDTP is managed and operated by the California Communications Access Foundation (CCAF). CCAF is an Equal Opportunity Employer.