

NEW BEGINNINGS HIGH SCHOOL

POSITION DESCRIPTION

Title: Director of Customer Service

Reports to: Director of Academic Affairs

Company Overview

New Beginnings High School (NBHS) is an innovative organization, transforming education through academic and social support services. Our mission is to create the best educational environment for students who are seeking a new beginning. We embrace a customer service philosophy with our students, who attend NBHS by choice. New Beginnings High Schools offer both virtual and brick and mortar options for students.

Position Summary

The Director of Customer Service at New Beginnings High School is ultimately responsible for customer success. They are the link between school, home, and community. The Director of Customer Service oversees all customer support services to include counseling, psychological services, customer and parent advocacy, mental health services, customer probation and legal support. These foundational support services enable customer academic and post-secondary success.

Key Responsibilities

- Support NBHS by attending community service and outreach activities throughout the year
- Meet with customers individually to administer an assessment of customer needs and reasons for attending NBHS
- Build relationships with community organizations to access supports/services for identified customer needs
- Communicate consistently with customers, staff, parents/guardians to ensure services are coordinated and delivered
- Serves as Title 1 Coordinator
- Promote, assess, and maintain NBHS social media accounts by building online engagement
- Responsible for coordinating and implementing school lunch program and schedule
- Supervise Front Desk Receptionist and Bus Driver
- Create and provide solicitation plan for NBHS incentive program(s)
- Work collaboratively with therapists - Makes referrals to in-house therapy team
- Participate as part of Graduation committee
- Participate in school meetings to gain an understanding of school programs and services
- Plan, direct and supervise customer services programs and operations – including policies, procedures, and budgets
- Responsible for all school activities and special events
- Work closely with identified representatives regarding due process and customer record policies and procedures
- Collaborates with administrative team in planning, implementation, monitoring and evaluation of Customer Services programs and services and with teaching staff and other personnel regularly
- Assists truancy team and Director of Academic Progress
- Help with recruitment, marketing, building community relationships, and retention by visiting the physical communities customers come from

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- Participate in school's RTI process
- Required to coordinate and attend all school activities such as but not limited to, Awards Banquet, Senior Dinner, Senior Prom, Graduation, School field trips and exc.
- Required to coordinate and participate in monthly student activities during the 10/11-month school year
- Assist with cleaning and sanitizing all common areas and surfaces that are frequently touched by NBHS staff and customers
- Reinforce social distancing by all customers, NBHS staff, and visitors
- Ensure that all visitors are following CDC and NBHS guidelines of wearing a facial covering
- Supports all NBHS staff and customers in both face to face and virtual settings
- Other duties as assigned.

Minimum Qualifications

Requirements

- Bachelor Degree
- Teaching certification
- Considerable experience customer service, preferably in a supervisory position
- Minimum 3 years' educational experience with young adults preferred
- Florida Teacher Certification
- Experience with truancy preferred
- Excellent written and verbal communication skills
- Background check and fingerprinting clearance
- Willing to work flexible hours
- Demonstrate excellent interpersonal skills and an ability to work with individuals/groups from diverse socio-economic backgrounds
- Knowledge of applicable computer software and hardware process applications such as spreadsheets, word-processing, database and operating systems, and/or presentation software
- Knowledge of search engines, electronic marketing and surveying programs
- Valid Florida driver's license, Reliable transportation, Valid automobile insurance

The Director of Customer Service must demonstrate commitment to the mission and vision of New Beginnings High School customer satisfaction and customer success through:

- Adherence to and enforcement of school policies and administrative regulations
- Excellent performance resulting in quality outcomes and internal and external customer satisfaction
- Continuous personal and professional development
- Positive interpersonal relationships with colleagues and customers
- Continuously improve performance through acceptance of evaluation objectives
- Exhibiting the mental/physical ability and stamina to meet essential duties of the position

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Key Competencies

- Adapt to changing work priorities
- Maintain confidentiality
- Exhibit tact and patience
- Perform duties accurately and efficiently
- Exhibit strong organizational skills and orderliness in work and environment
- Work both independently and as a team member with other individuals and organizations
- Prioritize tasks to meet deadlines and commitments in a dynamic, multi-tasking environment
- Set high expectations, contributing positively to NBHS culture
- Maintain professional and technical knowledge by attending educational workshops, reviewing professional publications; establishing personal networks; and participating in professional societies
- Demonstrate excellent interpersonal skills and an ability to work with individuals/groups from diverse socio-economic backgrounds
- Prioritize tasks to meet deadlines and commitments in a dynamic, multi-tasking environment

Working Conditions

Generally, the job requires 40% sitting, 20% walking and 40% standing. Requires coordinating or leading others in accomplishing work activities. Requires face-to-face discussions and contact with individuals and/or teams. Requires the use of alternative communication systems, such as electronic mail, telephones and computers. Requires coordination of work tasks to establish priorities, set goals and meet deadlines. Requires making decisions that affect other people, the financial resources, and/or the image and reputation of New Beginnings High School. Opportunity to make decisions without supervision. Responsible for work outcomes and results. Requires work with both internal and external contacts, and with the public. Light work exerting up to 20 pounds of force occasionally and/or 20 pounds of force as frequently as necessary. Job can require home visits and time in the community.

Environment

This is a 12 month exempt position that may require travel.

Health and Safety

Personal Protective Equipment (face masks, face shields, gloves, etc.) will be required for all New Beginnings High School staff to reduce the risk of transmission of any virus such as COVID-19 and better ensure the health, safety, and well-being of all students, staff, and faculty.

Incumbents may be required to perform any combination of the tasks detailed in this document. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but are intended to accurately reflect the major job elements.

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The New Beginnings High School, Florida, prohibits any and all forms of discrimination and harassment based on race, color, sex, religion, national origin, marital status, age, homelessness, or disability or other basis prohibited by law in any of its programs, services, activities or employment.

Employee Name (print) _____

Employee Signature _____

Date _____

Direct Supervisor / Principal (print) _____

Direct Supervisor / Principal Signature _____

Date _____

