

FULL TIME POSITION:

Customer Service Representative

About NYC Business Solutions:

NYC Business Solutions is a set of services offered by the New York City Department of Small Business Services (SBS) to help businesses start, operate and expand in New York City. NYC Business Solutions has been at the forefront of the Mayor's commitment to help business customers, providing small businesses and entrepreneurs with the ability to access government services by phone, internet or in person at NYC Business Solutions Centers located in business districts throughout the five boroughs.

Job Description:

Under the supervision of the Customer Service Center Director, the Customer Service Representative will provide direct support to business customers impacted by Hurricane Sandy, ensuring that customers receive the guidance they need or are connected to the appropriate Agency, Unit or Partner for additional assistance. The Customer Service Representative will ensure that customers receive accurate information in a timely fashion with a high level of customer service and will participate in continual efforts to improve the ability of NYC Business Solutions to service the small business community.

The Customer Service Representative will:

- Provide Hurricane Sandy related program relevant answers, solutions, services or access to services in response to business customer inquiries, including but not limited to registering customers for NYC Business Solutions courses, providing access to Agency units, NYC Business Solutions Centers and other city Agencies.
- Provide general answers, solutions, services or access to services in response to business customer inquiries, including but not limited to registering customers for NYC Business Solutions courses, providing access to Agency units, NYC Business Solutions Centers and other city Agencies.
- Identify and seize opportunities to cross-sell the NYC Business Solutions set of services to customers through a clear understanding of the services that customers can benefit from based on their business stage and specific needs.
- Work with the Customer Service Center team to develop and implement processes and best practices to ensure that customer responses are dealt with efficiently and effectively.

Preferred Skills:

- Experience in a customer-facing role, ideally in a Customer Service Center or sales position.
- Familiarity with database management.
- Comfort using Microsoft Outlook and internet search tools.
- Strong orientation toward achieving results, attention to detail, and proven ability to drive toward long-term goals.
- Working knowledge of New York City Agencies, business establishment practices and license and permit regulations a plus.
- Familiarity with Oracle CRM On Demand a plus.

Qualifications:

1. A baccalaureate degree from an accredited college and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or

continued on next page



How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Customer Service Representative** to: careers@sbs.nyc.gov

ALSO Apply to:

- **For Non-City/External Candidates:** Visit the [External Applicant NYC Careers site](#) and apply for this position by entering Job Title: Customer Service Representative
- **For Current City Employees:** Visit [Employee Self-Service \(ESS\)](#) to view and apply for available positions. Click on Recruiting Activities > Careers, and search for the specific Job Title: Customer Service Representative

Salary: Commensurate with experience

****As this position is grant-funded, it is limited in time to the duration of the grant.***

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services / Human Resources Unit
110 William Street / New York, New York 10038