Call Center Support Staff  
(Posting #20-06-I)

Introduction
AC Disaster Consulting is a woman-owned disaster recovery and preparedness consulting firm focused on providing the highest quality services to our clients and partners. Our mission is to provide compassionate emergency management and disaster recovery services to local, state, federal, and industry clients.

Mission of Role
Be part of a team of knowledgeable, compassionate, and helpful allies for our clients. The Call Center Support Staff will play an integral part of helping citizens and communities prepare for, respond to, and recover from natural disasters. Applicants should be passionate about making a difference in the world, and interested in supporting local, state, and federal jurisdictions prepare for and recover from disasters.

Location
- Tallahassee, FL

Hours
- 20-40 Hours/Week

Rate
- Dependent on Role.

Role Competencies
- Possess superior communication skills.
- Able to multi-task in a fast-paced environment.
- Possess strong interpersonal skills and be an active listener.
- Be highly organized and detail oriented.
- Ability to work with little or no supervision.
- Possess strong time management skills, along with strong oral and written communication skills.
- Able to adapt to different situations and individuals.
- Ability to prioritize tasks.
- Be customer service oriented.

Technical Skills
- Familiarity with multiple types of electronic mediums, including but not limited to:
  - Telephones
  - Text Messages
  - Emails
  - Online Chat Platforms
- Excellent and proven computer skills, particularly with database software and Microsoft Office 365.
- Use Microsoft Office (i.e. Excel and Word) for analysis and communication.
- Additional Just-in-Time (JIT) will be provided on all position specific duties and technological requirements.

Types of Tasks
- Manage customer relations through telephones, emails, text messages, instant messaging, and/or other electronic mediums.
- Maintain a comprehensive record of all calls and/or conversations in the organization’s call center data bank.
- Ensure that the response given to the customer/client is in line with pre-organized communication scripts and company policies and procedures.
- Carry out social distancing and amplify messaging.

Required Qualifications
- Ability to pass a Background Check, as needed.
- Possession of a valid Driver’s License.
- Ability to be flexible in a dynamic environment and outstanding written and verbal communication skills.
Preferred Qualifications

- Quality experience in call center operations, technical operations, case management, or mass care operations.
- Ability to mobilize within 24-48 hours, commit to a minimum 90-day assignment in remote locations and disaster conditions.
- Due to the nature of the work, candidates must have excellent communication skills.

How to Apply
Please send your resume to jobs@acdisaster.com.