

Job Title: HDM Customer Service Manager
Program: Home Delivered Meals Program
Supervisor: Senior Director of Operations
Job Status: Full Time (Non-Exempt)
Job Hours: 35 hours per week/ On-Site
Location: 239 West 49th Street
Compensation: Competitive with Market Rate

About Encore: For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit-down meals, case assistance, education, recreation, and friendly visiting. The organization takes a “no wrong door approach” to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. With the arrival of a new Executive Director the organization is working to build off of a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York’s diverse and vibrant senior community.

About Position: The HDM Customer Service Manager is responsible for all client relationship aspects of the Home Delivered Meals program, ensuring full compliance with New York City Department for the Aging (“DFTA”), Citymeals on Wheels (“CMOW”) and Department of Health and Mental Hygiene (“DOHMH”) standards and regulations requirements; and maintains collaborative relationships with community partner including Case Management Agency (CMA). The Customer Service Manager is responsible for processing all referrals from CMA, reviews referral for accuracy, confirms the client lives in the service area, and that all the information required to activate the client is included in the referral. Customer Service Manager will prepare and provide the client with a Welcome Package.

Job Responsibilities:

- Responsible for the daily monitoring and updating of DFTA’s Senior Tracking, Analysis and Reporting System (“STARS”), Encore’s internal participant database, and meal units breakdown report.
- Supervise all incoming referrals, holding or terminating clients and disseminate the information and update Encore’s delivery routes via internal database
- Updating client preferences in HDM Platform which uses this information to optimize the client route
- Create and update client registration in STARS with delivery information, which includes meal type, route assignment, pausing/activating clients, etc.
- Update delivery routes and communicate with case management to provide delivery timeframe, start dates, and participant’s delivery status
- Monitor and follow-up with participants’ phone calls and grievances and redirect their questions/needs to the appropriate staff and/or program
- Responsible for recording all incoming grievances using the Client Grievances Log and notify the packing team, Culinary Services Manager or Dispatch Manager (first tier) or Senior Director of Operations Manager (second tier) for follow-up
- Populate cash contribution receipts and arrange for meal deliverers to provide to clients
- Manage the HDM cash contributions: count it, log the amount weekly, and deposit the money.
- Prepare check request for invoices and obtain appropriate approval

- Supervise Log bi-annual participants' surveys
- Manages and ensures accuracy on all correspondence to clients including letters, announcements, menus, robocalls other documentation
- Assist in logging, reporting and processing all No Answers
- Manage file system and ensure proper documentation for DFTA audits
- Oversee Customer Service Specialist
- Provide coverage during staff shortage and emergency situations, which includes (but not limited to) delivery, meal packing, and office support
- Assist with special projects and other duties assigned

Required Qualifications:

- Extensive background in computer operations (Microsoft Office proficiency, Data management skills, etc.) and office support
- Great organizational and communication skills; and the ability to work well with others
- Ability to maintain confidentiality
- Detail orientated and ability to think proactively
- Excellent time management abilities
- Ability to prioritize and be solution focused; and ability to multi task
- Ability to perform job responsibility with little daily supervision
- Flexible and willing and able to cover during emergencies, including (but not limited to) Winter/Snow storm, hurricanes, and other unforeseen emergencies.
- Excellent Customer Service skills and a sense of compassion, understanding and empathy for the elderly population
- Ability to work Saturdays as needed

Preferred Qualifications:

- Bachelor's degree in liberal arts, communications, or related field; with a minimum of 2 year experience in administrative work
- Bi-lingual (Spanish) preferred

How to apply: Email Resume and Cover Letter with Salary Requirements to jobs@encorenyc.org. In the subject line, please indicate "HDM Customer Service Manager".

Due to the high volume of applicants, only qualified candidates will be contacted. No phone calls please. Encore Community Services is an equal opportunity employer and does not discriminate on the basis of race, color, gender, socio-economic status, marital status, national or ethnic origin, age, religion or creed, disability, or political or sexual orientation. Reasonable accommodations may be made to enable individuals with disabilities as defined by the ADA to perform the essential functions of the job.

All new hires must be vaccinated against the COVID-19 virus, unless they have been granted a reasonable accommodation for religion or disability. If you are offered employment, this requirement must be met by your date of hire, unless a reasonable accommodation for exemption is received and approved by Encore Community Services.