



239 West 49<sup>th</sup> Str.  
New York, NY 10019  
212-581-2910

**Job Title:** Customer Service Specialist  
**Program:** Home Delivered Meals Program  
**Supervisor:** HDM Customer Service Manager  
**Job Status:** Full Time  
**Job Hours:** 35 hours per week /On-Site  
**Location:** 239 West 49th Street  
**Compensation:** Competitive with Market Rate

**About Encore:** How have you impacted someone's life today? At Encore Community Services, our teams are dedicated to supporting the lives of older New Yorkers so that they may live with dignity and decency in a safe and caring environment. For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities. 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. The organization is working to build off 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:** Encore's goal is to provide the most stellar customer service experience for all of its Home Delivered Meals recipients. The Customer Service Specialist is responsible for assisting the HDM Customer Service Manager in all client relations of the program (serving over 1,100 homebound seniors on a daily basis), ensuring full compliance with New York City Department for the Aging ("DFTA"), City meals on Wheels ("CMOW"), and Department of Health and Mental Hygiene ("DOHMH") standards and regulations requirements. The Special maintains collaborative relationships with community partner including Case Management Agencies (CMAs).

**Job Responsibilities:**

- Monitor and follow-up of all CMA and client communications, including emails and phone calls;
- Forward client inquiries or requests to the appropriate staff and provide the CMA or client with a complete and thorough follow up;
- Conduct welcome calls, prepare and provide welcome packets to all clients;
- Assist the HDM Customer Service Manager with file organization envelope stuffing for client contributions collection, preparing letters, menus, and other documentations for distribution to clients;
- Assist in documenting and responding to "No Answers" calls, and coordinate redelivery with client
- Monitor and maintain office supplies inventory;
- Log Bi – Annual Participants Surveys;
- Populate cash contribution receipts and arrange for meal deliverers to provide to clients;
- Assist with updating client registration in STARS with delivery information which includes meal type, route information, days of delivery etc.;
- Assist in logging all incoming grievances and notify appropriate department for follow up;
- Assist with updating delivery routes and communicate with CMA to provide delivery time, start date and participants delivery status;

- Assist with daily monitoring and updating of DFTA Senior Tracking, Analysis and Reporting System (“STARS”), Encore’s internal participant database, and meal units breakdown report.
- Enter incoming referrals, holding or terminating requests, and disseminate the information and update Encore delivery route
- Create and update client registration in STARS with delivery information which includes Meal Information, Route information, etc.
- Provide coverage during staff shortage and emergency situations, which includes (but not limited to) delivery, meal packing, and office support;
- Assist with general office task (Processing mail, photocopying, faxing, etc.);
- Assist with special projects and other duties assigned by HDM Customer Service Manager

**Required Qualifications:**

- HS Diploma or 2 years relevant experience in field;
- Excellent computer skills and a proficiency in MS Word and Excel; basic knowledge of Access;
- Excellent customer service skills and a sense of compassion, understanding and empathy for the elderly population;
- Strong written and verbal communication skills; excellent community engagement skills;
- Self-starter with strong organizational, planning, time management skills, and ability to think proactively and ability to take a solution-focused approach to problem solving;
- Good leadership abilities and ability to work well with others;
- Ability to work with minimal supervision;
- Ability to maintain confidentiality;
- Flexible and willing/able to cover during emergencies, including (but not limited to) Winter/Snow storm, hurricanes, and other unforeseen emergency situations;
- Have the ability to lift and carry heavy objects a minimum of 50 pounds, including cases of fresh, frozen or canned food items, packed delivery bags as well as filled commercial grade pots or trays in and out of ovens;
- Have the ability to stand for a long period of time both for meal packing and delivery route distribution.
- Ability to work Saturdays as needed

**How to apply:** Email Resume and Cover Letter with Salary Requirements to [jobs@encorenyc.org](mailto:jobs@encorenyc.org). In the subject line, please indicate “HDM Customer Service Specialist”.

***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.**