



Job Title: Temporary Consumer Specialist

Department: Consumer Affairs Office

Hours: Monday – Thursday, 1:00pm – 5:00pm, Friday, 8:15am – 12:15pm

Salary: \$15:00 - \$20.00 per hour, this is a nonunion position. Employment beyond 6 months is dependent on additional Grant funding.

DEFINITION: The Consumer Specialist will assist residents in our service area who are facing eviction or other Covid-19 housing issues and provide administrative assistance processing consumer complaints. He or she will help residents access the various housing, financial and legal resources that will allow residents to maintain suitable housing or secure new living accommodations.

ESSENTIAL FUNCTIONS:

The essential functions or duties listed below are intended as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or logically assigned to the position.

- Assists the general public primarily by phone or email in understanding and accessing the Federal, State and Municipal programs available to those facing a Covid-19 related housing crisis.
- Accurately document on a spreadsheet the contact information of those served.
- Assist the Consumer Affairs Office staff with processing general consumer complaints.
- Answer the public's questions by phone or email in a courteous, respectful and professional manner.
- Update the Consumer Affairs Social Media pages.
- Schedule appointments for members of the public who require assistance at the Consumer Affairs Office.
- Communicate by phone or email with the housing personnel in the municipalities in the Revere Consumer Affairs service area and members of the Massachusetts Attorney General's Consumer Advocacy Response Division.
- Performs other related duties as required.

SUPERVISION RECEIVED:

The incumbent works as instructed and supervised by the Director of Consumer Affairs.

QUALIFICATIONS:

- Revere residency preferred.

- One to Three (1-3) years of experience with customer service or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.
- Ability in the use of Microsoft Word, Excel and PowerPoint.
- Ability to learn the basics of a software program used to process consumer complaints.

KNOWLEDGE, ABILITY, AND SKILLS:

Knowledge:

- Candidate will be expected to learn standard operating procedures utilized by the Consumer Affairs Office.

Abilities:

- Ability to deal effectively, tactfully, and appropriately with the general public.
- Ability to communicate effectively both verbally and in writing.
- Ability to follow written and oral directions and instructions.
- Ability to process accurate data entry records.
- Ability to multitask in a fast-paced environment

Skills:

- Skilled in using the Microsoft Office suite of products.
- Ability to learn the basics of a software program used to process consumer complaints.
- Creative thinking, listening and problem-solving skills.

WORK ENVIRONMENT

Work is performed primarily in office conditions during regular business hours. Daily interaction with the general public primarily by phone and email. Communication with the public requires considerable patience, courtesy, and discretion in an impartial manner. Work frequently involves dealing with the Senior population and residents whose native language is not English. people in high pressure and/or conflict situations. The work environment characteristics described here are representative of those that an employee encounters while performing the essential functions of this job.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of the person so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time as needed.

The City of Revere is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

Interested candidates should apply online at www.revere.org/jobs. Please submit a resume, cover letter and with your application.