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Job: IRC52684

Description



Job Title Customer Service Representative; Information & Referral Aide; Grade 13
Location Wheaton, MD, US
Organization Name Community Engagement Cluster/Office of Community Partnerships
Medical Exam Limited Core Exam with Drug & Alcohol Screen
Background Investigation No
Financial Disclosure No
Job Description

Closing Date: January 5, 2022

The [Gilchrist Immigrant Resource Center](#), part of Montgomery County's Office of Community Partnerships (OCP), is seeking to fill a part-time (20 hours/week) Customer Service Representative position. This is a merit position that includes benefits.

Working together with employees of government agencies and service providers, the Gilchrist Immigrant Resource Center aims to make Montgomery County one of America's most welcoming communities. The Gilchrist Center currently has three locations: Wheaton, Gaithersburg, and East County. This position will be assigned to the East County location; however, the applicant must have the flexibility and ability to work in all locations.

About the position:

The [Customer Service Representative](#) will provide customers with diverse cultural and linguistic backgrounds information and referral to programs and services that meet their needs. This position will also provide administrative and programmatic support to program managers.

A few of the major duties include:

- Researching, collecting, organizing and disseminating referral and resource information in a culturally competent manner to immigrant residents regarding available services and programs
- Representing the Gilchrist Center at outreach events, providing information about the center and other programs that would benefit immigrant residents
- Creating flyers using programs such as Microsoft Publisher, Microsoft Word, Canva and others, assisting with program registration and coordination and volunteer support, etc.
- Performing routine front desk duties, including answering phones, photocopying, organizing information
- Providing administrative support including accurate data collection using Excel, Google Drive, SharePoint, and other databases
- Assisting with facility operations, including arranging facility maintenance and booking rooms for partners and Gilchrist programs
- Coordinating volunteer recruitment
- Serving as lead worker to part-time hourly staff and volunteers
- Other duties as assigned

Who we are looking for:

The ideal candidate will be a self-starter with excellent customer service, organizational, and administrative skills; be respectful of the opinions of others, listen well and respond to colleagues and customers with awareness and sensitivity to communication differences and must have a strong commitment to inclusion and respect for all cultures. The ability to work on teams AND independently is a must for the position.

Other information about this position:

- Bilingual applicants in Amharic, French, Vietnamese, Chinese, Korean, and/or Spanish languages are encouraged to apply. If the candidate selected for this position possesses multilingual skills, they will be required to successfully pass an examination assessing oral communication and comprehension as well as an examination assessing written and oral communication and comprehension.
- Applicants speaking languages other than those listed above are encouraged to apply, however, no additional compensation will be provided.
- This position requires the ability to work evenings and weekends.

Full-time salary is listed below. Pay-range for part-time is: \$19,630.50 -\$31,712.50

**Additional
Employment
Information**

Effective August 30, 2021 all new hires will be required to provide proof that they are fully vaccinated against the COVID-19 virus prior to their first date of employment. Individuals who are unable to be vaccinated should contact OHR@montgomerycountymd.gov to discuss possible accommodations.

OHR reviews the minimum qualifications of all applicants, irrespective of whether the candidate has previously been found to have met the minimum requirements for the job or been temporarily promoted to the same position. This evaluation is based solely on the information contained in the application/resume submitted for this specific position/IRC.

Montgomery County Government is an equal opportunity employer, committed to workforce diversity. Accordingly, as it relates to employment opportunities, the County will provide reasonable accommodations to applicants with disabilities, in accordance with the law. Applicants requiring a reasonable accommodation for any part of the application and hiring process should contact the Office of Human Resources via email to OHR@montgomerycountymd.gov. Individual determinations on requests for reasonable accommodation will be made in accordance with all applicable laws.

Montgomery County Government also provides hiring preference to certain categories of veterans and veterans/persons with a disability. For more information and to claim employment preference, please refer to the Careers webpage on [Hiring Preference](#).

All applicants will respond to a series of questions related to their education, relevant experience, knowledge, skills and abilities required to minimally perform the job. The applicant's responses in conjunction with their resume and all other information provided in the employment application process will be evaluated to determine the minimum qualifications and preferred criteria status. Based on the results, the highest qualified applicants will be placed on an Eligible List and may be considered for an interview. Employees meeting minimum qualifications who are the same grade will be placed on Eligible List as a "Lateral Transfer" candidate and may be considered for interview.

If selected for consideration for this position, you may be required to provide evidence that you possess the knowledge, skills, and abilities indicated on your resume.

**Minimum
Qualifications**

Education: Completion of high school or High School Certificate of completion recognized in the State of Maryland.

Experience: One (1) year of responsible experience performing a wide variety of general clerical, public contact, and customer service work providing information and/or directing requests over the telephone and at a public counter.

Equivalency: An equivalent combination of education and experience may be substituted.

**Preferred
Criteria**

The applications of those individuals meeting the minimum qualifications will be reviewed to determine the extent, relevancy of training, and experience in the following areas:

1. Multi-lingual skills
2. Computer applications, including Microsoft Outlook and, SharePoint experience
3. Customer Service to Culturally and Linguistically Diverse Populations
4. Workplace Relationships
5. Ability to Work Independent
6. Administrative Organization

Minimum 39261

Salary

Maximum 63425

Salary

Currency USD

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