



Customer Journey Navigator

Department/Division: Administrative Operations

FSLA Status: Non-exempt; Part-time – 20 hours per work week

NeighborWorks® Rochester – *Our mission is to provide housing solutions as a foundation for individuals, families and neighborhoods to build vibrant communities.* This is the focus of our work every day and is manifested via first time homebuyer education, financial fitness counseling, home improvement lending and energy conservation services. Our neighborhood revitalization program assists targeted neighborhoods within our community, building resident engagement as well as economic stability.

About the Position

The Customer Journey Navigator helps Customers achieve their goals by managing processes and data, connecting them to the full suite of NeighborWorks® Rochester homeownership programs and related services within the Greater Western New York Region. His/her main responsibilities will include managing the Customer experience from Prospecting to Service Line Completion.

Key Skills and Attributes

Customer Service – Works with the NeighborWorks® Rochester team to provide first class customer support to internal and external stakeholders. Providing timely, accurate follow up and communication is a critical component to success in this role.

Strong Organizational Skills – Possesses excellent time management and organizational skills, with the ability to multitask, prioritize and work under pressure within a fast paced environment.

Strong Technical Skills – Has experience using the Microsoft Office Suite of products (Word, Excel, Outlook, etc.) and the ability to successfully navigate a web-based customer management system.

Self-Starter & Team Player – Takes initiative, possesses a strong sense of ownership, and is dedicated to ensuring a quality brand presence at all times. Inspires the trust and confidence of others, for successful collaboration with daily tasks, occasional projects and the attainment of knowledge necessary to ensure success in operational outcomes.

Required Qualifications

- Minimum of an Associate's Degree in a related field.
- Minimum of two years' experience in a similar and/or related work environment that utilizes customer service and sales techniques.
- Excellent customer service skills. Ability to meet the needs of our customers in person, online, or via the phone.
- Strong computer skills, including accomplished experience using the Microsoft Office Suite (Outlook, Excel, and Word), Salesforce (or a comparable Customer Relationship Management system), PDF manipulation software such as Adobe Acrobat and Microsoft Windows operating system.
- Strong organizational and highly developed verbal and written communication skills.
- Ability to handle multiple projects at any given time and meet deadlines.
- Ability to work a flexible schedule with some nights and weekends required.
- Bilingual English/Spanish, or English/Burmese a plus.

What You Can Expect

- To be part of a dynamic team committed to the mission and brand of the organization, ensuring the highest quality of internal and external customer service.
- Working within a collaborative environment among individuals passionate about improving the quality of life for members of our community, utilizing unique industry knowledge and employing up-to-date technological tools, all led by an experienced and proven leadership team.
- A competitive salary and benefits package.

Application Instructions

Please send your cover letter and resume via email to the following address:

jobs@nwrochester.org

No phone calls or postal mail submissions, please.

NeighborWorks® Rochester is an Equal Opportunity Employer.