



Customer Journey/Outreach Specialist

Department/Division: Marketing and Resource Development

FSLA Status: Full-time – 37.5 hours per 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 / Outreach Specialist will be responsible for attracting and managing inbound leads for NeighborWorks Rochester's Homeownership, Lending and Energy programs by promoting the full suite of NeighborWorks® Rochester homeownership programs and related services to the Greater Rochester Region. Their main responsibilities will include client pipeline development for prospective homebuyers and homeowners, including 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. Provides timely, accurate follow up and communication.

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 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.

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 to successfully collaborate on daily tasks and occasional projects while attaining the knowledge necessary to succeed in operational outcomes.

Required Qualifications

- A minimum of an Associate's Degree in a related field.
- A minimum of two years' experience in a similar and/or related work environment that utilizes customer service and sales techniques.
- Highly developed analytical skills, used to identify patterns and discrepancies in data and process flow.
- Exercises sound judgment, maintains confidentiality, and follows policy and procedure.
- Comfortable with public speaking.
- Ability to work a flexible schedule with some nights and weekends required.
- Transportation necessary and valid driver's license 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 and to high quality internal and external customer service.
- To work 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.