

St. Francis Community Services

Call Center Case Worker

(Temporary Position)

Catholic Charities of St. Louis (CCSTL) operates a multi-lingual COVID-19 Crisis Call Center at the CCSTL central office. The call center connects vulnerable people with COVID-19 related needs to essential resources.

The call center receives referrals directly from individuals and through its community partners. The staff of the call center also reach out to households who come in via call sheet from the agency partners. The staff perform a quick assessment and then link the individual to needed services. The call center provides rent, mortgage, utility, and general financial assistance to those impacted by COVID-19.

The call center also makes referrals to community organizations when request for services fall outside of the scope of CCSTL.

Position Summary:

The Call Center Case Worker will be the liaison between Catholic Charities of St. Louis and potential clients and keep customer satisfaction at the core of every decision and behavior.

The Case Manager will manage large amounts of inbound calls in a timely manner; Follow communication scripts as needed; Identify client needs and clarify information; provide solutions and alternatives; Engage clients by going the extra mile, and; Keep information as needed for database.

Qualifications:

Demonstrable passion for the mission of Catholic Charities of St. Louis and St. Francis Community Services; Customer focus and experience with vulnerable population; Strong verbal and communication skills; Ability to prioritize and manage time.

Training will be provided!

To Apply, send cover letter and resume with salary requirements to Les Lexow, Senior Director Human Resources at lexow@ccstl.org and Tyrone Ford, Dir. of Service Integration at tford@ccstl.org.

EOE