



Customer Journey Specialist

Department	G&A
Hours Worked:	Full Time – 37.5 hours per week
FLSA Status	Non - Exempt
Reports to:	Customer Experience Supervisor/ Manager
Job location	Niagara Falls, NY
Salary range	20-22/hr
Benefits	NCP offers a comprehensive benefits package including generous health benefits, 15 Days accrued PTO in first year, 12 paid holidays, medical, dental and vision insurance, 401(k), supplemental short-term disability insurance, long-term disability insurance, and life insurance

JOB SUMMARY

The Customer Journey Specialist is the front-line staff member responsible for ensuring a seamless customer experience. This includes greeting guests, managing inbound leads, and providing document follow-up support for all NeighborWorks Community Partners programs: Homeownership, Foreclosure Prevention, Apartment Rentals, Rehab, Lending, and Energy.

ESSENTIAL FUNCTIONS

Guest Intake & Reception

- Manages incoming customer calls, welcomes guests upon arrival, and assesses their needs.
- Facilitates customer intake by processing program applications and addressing inquiries about the application process.
- Gathers required documentation and qualification information in accordance with program requirements.
- Assesses lead to identify the most suitable program for their participation.
- Assists customers with document scanning and uploading their documents.
- Sorts and distribute mail while keeping the distribution record.
- Processes and Records weekly payments into the accounting system in coordination with Finance department.
- Dispatches follow-up communications post-orientation.

Property Management

- Handles incoming phone calls, records messages for the Property Manager, and processes mail by uploading and archiving tenant or property notices in both electronic and hard copy formats.
- Uploads applications and documents to Property Management software and responds to online applicant inquiries and rental questions.

Tenant Interactions

- Processes rental payments, applies them to PM software, and provides receipts.
- Manages tenant complaints, issues, and work orders, ensuring timely communication with the Property Manager.



ADDITIONAL DUTIES

- Support public outreach activities, as approved by the supervisor (e.g., Clean Sweeps or other events).
- Provide resources and materials to community partners or other special groups.
- Maintain marketing materials inventory; request re-prints as needed.
- Represent NeighborWorks® Community Partners in a manner that fosters the best possible relationships with potential customers, community partners, and external stakeholders.
- Review data quality for new and prospective clients; ensure all intake communications are accurate and logged, and all documents are received.
- Exercise sound judgment, maintain confidentiality, and follow policy and procedure.

EDUCATION & EXPERIENCE

- A minimum of an associate's degree in communication, marketing, business, or related field. Graduate degree preferred.
- A minimum of two years' experience in a similar and/or related work environment that utilizes customer service and sales techniques.
- Strong computer skills, including accomplished experience using the Microsoft Office Suite (Outlook, Excel, and Word), Salesforce (or a comparable Customer Relationship Management system), and Microsoft Windows operating system.

KNOWLEDGE, SKILLS & ABILITIES

- Demonstrates a passion for excellence in customer service; excels in a fast-paced, team-oriented environment.
- Exhibits highly developed analytical skills, utilized to identify patterns and discrepancies in data and process flow.
- Possesses strong organizational skills and highly developed verbal and written communication abilities.
- Maintains reliable transportation and a valid Driver's License.
- Bilingual in English/Spanish is a plus (but not required).

Work Environment

NCP has offices in Buffalo, Rochester and Niagara Falls, and the candidate must be willing and comfortable communicating through video conferencing and telephone, as needed. The right candidate will be comfortable using the tools provided to break down language barriers for customers who do not speak English, which may include a translation service, or staff translator. Must also be able to work successfully with a diverse range of individuals including customers, volunteers, and agency partners. One must be self-motivated, flexible, persistent, organized and very attentive to detail. Reliable transportation is required. **We are an Equal Opportunity Employer.**

Apply online via [indeed.com](https://www.indeed.com) or submit a Cover letter and resume to HR department at:

kkhan@ncpny.org