



Consumer Affairs Specialist

Relationships:

Department: Our Community Our Kids

Supervisor: Manager of Consumer Affairs and Resources

Direct Reports: None

Position Function:

The Consumer Affairs Specialist will serve as the central point of contact to resolve complaints, disputes, and grievances from the provider network, children and youth, families, attorney ad litem, and other key stakeholders within the SSCC continuum of care. The Consumer Affairs Specialist, under the direction of the Manager of Consumer Affairs and Resources will develop and execute comprehensive policies and procedures to respond and track grievances, disputes and complaints in a timely manner.

Educational Requirements:

Bachelor's Degree from an accredited college or university and 2+years relevant administrative experience, or commensurate combination of relevant experience and education.

Experience Requirements:

Two years of experience in social services/education and/or behavioral health with an understanding of the child welfare system. The successful candidate must be able to comfortably support multiple constituency groups, including neighborhood representatives, individuals from the state and local government agencies, foster parents and community partners. Non-profit or government work experience preferred. Demonstrated experience with working in community relations for a fast-paced, ever-changing organization. The employee has outstanding writing, presentation and communication skills and editorial expertise. Proven excellent interpersonal communication, teamwork and organizational skills. Must have comprehensive knowledge of a variety of computer software applications in word processing, spreadsheets, database and presentation software, including Word, Excel, and other MS Office products.

Functional Requirements:

- A working knowledge of consumer affairs, internal affairs, and/or experience in customer relations management.
- Experience in mediating conflicts and investigative/interviewing techniques preferred
- Previous work with child/youth and/or family or understanding of the Texas DFPS system is required.
- Working knowledge of Minimum Standards for Child Placing Agencies is preferred.
- Bilingual with English and Spanish is a plus.



Conditions:

Scheduled for a minimum of 40 hours per week, occasional work on weekends and some evening as necessary. The position is sensitive to the service population's cultural and socioeconomic characteristics.

Exposure to Confidential Information:

Consumer Affairs Specialist will maintain confidentiality and follow policies related to personnel records and client records.

Key Expectations/Responsibilities:

- Manage the daily operations of the Consumer Affairs Department.
- Responds to Our Community Our Kids (OCOK), network providers, families, youth, attorney ad litem, and other key stakeholders' grievances, disputes and complaints.
- Develop consumer affairs complaint resolution policies and procedures under the direction of the Manager of Consumer Affairs and Resources.
- Analyzes consumer complaints to determine whether a violation or a breach of contract provisions has occurred.
- Respond timely and appropriately to consumer complaints, and provide solutions to questions, inquiries, or problems.
- Responsible for development and maintaining strong working relationships with Our Community Our Kids, network providers, families, youth, attorney ad litem, and other key stakeholders.
- Prepare quarterly reports as part of the Performance Quality Improvement measure to quantify and qualify consumer feedback and build measurable deliverables to improve consumer experience within Our Community Our Kids provider network.
- Prepare monthly, quarterly and annual reports as part of the Performance Quality Improvement measure to quantify and qualify consumer feedback and build measurable deliverables to improve consumer experience
- Provide exemplary customer service to Our Community Our Kids organization, network providers, and consumers.

General Expectations

- Adheres to all policies and procedures of the agency and its accrediting and standard setting bodies, such as Council on Accreditation (COA) and state licensing.
- Maintains client confidentiality per Our Community Our Kids standards and all applicable codes of ethics.
- Learns, understands, and supports Our Community Our Kids mission, purpose and function.
- Responsible for the environmental, cultural, safety, diversity issues and needs of the clients and others that enter the work area.
- Attends mandatory trainings.
- Attends continuing education as necessary to expand knowledge and maintain certifications or licenses.
- Uses outside professional collaboration and intra-agency teamwork appropriate to the agency.
- Skilled in organizing work in an environment with multiple challenges and priorities with minimal supervision.
- Avoid all conflicts of interest, real or perceived.



The above noted job description is not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the employee a general sense of the responsibilities and expectations of his/her position. As the nature of business demands change so, too, may the essential functions of this position

Employee's Signature

Date

H.R. Signature

Date