Position Guide

Position Title: Customer Service Representative – Youth Engagement

Code:

Department: PaTTAN- Harrisburg

Group: NISUP, ESPA Eligible, Non-exempt, Zone 14

Reports to: Administrative Operations Coordinator

PURPOSE OF POSITION:

The Youth Engagement Customer Service Representative will help facilitate communication between youth and educators to enhance educational services for students with disabilities. The youth engagement customer service representative will support technical assistance and training efforts in assigned initiatives and projects under the direction of their supervisor. Additionally, the youth engagement customer service representative may contribute to the development and implementation of training materials, resources, and publications to incorporate youth voice, as directed by their supervisor.

ESSENTIAL FUNCTIONS:

All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:

- ***prompt responsiveness to inquiries***
- ***professional and courteous verbal and nonverbal communication***
- ***proactive problem solving***
- ***embody the IU13 keys to culture***

1. Assists in the development of resource materials that specifically assist youth, families, and LEAs in understanding youth engagement in the secondary transition process

2. Creates resource materials that develop self-advocacy skills to empower youth with disabilities

3. Works with the Office of Vocational Rehabilitation (OVR), the Bureau of Special Education (BSE), and PaTTAN educational consultants across PaTTAN initiative areas to help communicate youth needs and perspectives

4. Participates in regional, statewide, and national meetings and shares input from the youth perspective, as appropriate and under supervisor direction

5. Participates in conferences, institutes, and professional development activities in support of PaTTAN and the Bureau of Special Education, Pennsylvania Department of Education, as assigned

6. Assists with preparing materials, coordinating logistics, and supporting the delivery of local, regional, statewide, and national trainings related to active and authentic youth engagement in the transition process.
7. Assists with reviewing technical services, noting strengths and barriers, and sharing observations to support improved effectiveness in outreach to youth with disabilities

8. Works in collaboration with OVR and PaTTAN educational consultants to support technical assistance activities and assist with training preparation and follow-up related to initiative and project assignments

9. Supports statewide implementation of Transition Systems Framework (TSF) through youth engagement

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strategies

10. Supports collaboration and communication with Pennsylvania Youth Leadership Network (PYLN)

11. Collaborates with OVR and their Youth Ambassadors to support coordinated services, reinforce effective practices, assist with task assignments, and support the development of job skills to strengthen efforts in improving the transition of youth with disabilities from high school to postsecondary education or employment outcomes.

12. Assists with regional partnership activities involving PaTTAN, BSE, LEAs, OVR, and Office of Developmental Programs (ODP).

13. Performs other duties as assigned by supervisor or leadership team.

14. Follows all federal, state, and local laws/requirements pertaining to privacy practices, including but not limited to, FERPA and HIPAA. In addition, knows, observes, and adheres to all LLIU and PaTTAN policies and procedures.

MARGINAL FUNCTIONS:

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

KNOWLEDGE & SKILL REQUIREMENTS:

Education Required: High School Diploma or High School Equivalency, Associate's degree in special education, disability studies, social work, or other related degree is preferred.

Experience Required: Minimum of 2 years' relevant experience

OTHER QUALIFICATIONS

- Strong Interpersonal and Customer Service skills
- Tact and diplomacy
- Effective listening and communication skills, both written & verbal, with an important emphasis on professional, customer-oriented support.
- Self-directed with good time management and a proven ability to work with minimal supervision.
- Ability to multitask, perform under pressure, and manage stress while maintaining productivity in a fast-paced environment.
- Excellent organization and attention to detail
- Ability to handle confidential information.
- Strong computer and software knowledge of Microsoft 365
- MS TEAMS, OneDrive, and SharePoint

SUPERVISION OF PERSONNEL:

N/A

PHYSICAL/MENTAL/ENVIRONMENT:

Physical Demands:

Activities: Sit: 90% Walk/stand: 10%
Lifting: Lifting of light boxes and office material, 5-30 lbs.
Vision: Close concentration; constant viewing/use of computer screen

Mental Demands: Decision making, interpretation, analyze, and problem solve.
Environment: Normal office environment.

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I have reviewed the essential functions; knowledge and skill requirements; and physical/mental environmental demands of this position. By my signature below, I am verifying that I am able to fulfill all essential functions, requirements and demands of the position as stated with or without reasonable accommodation(s).

Print Name

Signature

Date

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