JOB OVERVIEW	
JOB TITLE	Customer Service Representative
DEPARTMENT	Taking Control Self-Directed Home Care
LOCATION	Buffalo, NY.
DIRECT SUPERVISOR	Director, Taking Control Self-Directed Home Care Program

GENERAL JOB DESCRIPTION

Answer incoming department calls and direct them to the appropriate staff. Assist program staff with documentation management and processing. Perform general office duties.

SPECIFIC DUTIES & RESPONSIBILITIES

1. Answer and direct all outside Taking Control Self Directed Home Care calls to appropriate staff.
2. Return all Consumers, Direct Care Workers (DCW), and Personal Assistants (PA) phone calls within 24 hours of initial contact.
3. Respond to inquiries based on knowledge of the program.
4. Assist program staff with documentation management and processing.
5. Address and mail the following as needed: utilization letters, reauthorization letters, and availability lists.
6. Assist with accurately entering/updating demographics for both Consumers, DCWs and PAs, including any temporary changes, into the relevant databases while ensuring that the data housed in all databases is consistent.
7. Assist in handling complaints made to the Customer Service Team by Consumers, DCWs or PAs related to Taking Control Self-Directed Home Care program.
8. Assist in fulfilling requests from Consumers for PPE supplies.
9. Accurately document Consumer services and required paperwork in WNYIL's Electronic Consumer Record (ECR) within two (2) working days of the date of service.
10. Accurately document DCW and PA interactions into the Human Resource Information System (HRIS)
11. Attend Agency's in-service training and staff meetings as well as any other agency-related activities as required.
12. Participate in maintaining a new, clean, and safe work environment.
13. Perform other job-related duties as assigned by the supervisor.

EDUCATION & TRAINING

High school diploma or equivalency

OR

Associate Degree in a business-related field

Professional and life experience may be considered in lieu of, in full or part of academic credentials.

KNOWLEDGE & EXPERIENCE (if required)

- Experience working with individuals with disabilities is preferred.

High school diploma or equivalent requires two (2) years of work experience in general office work.
Associate degree requires one (1) year of work experience in general office work.

SKILLS & ABILITIES

- Applicant must be able to type thirty-five (35) words per minute and answer the telephone.
- Must have basic level of knowledge of computers including the use of Excel spreadsheets, databases, word processing and networks.
- Perform in a professional, conscientious, and efficient manner for the purpose of ensuring a better quality of life for persons with disabilities.

WORKING CONDITIONS

WORK ENVIRONMENT	Office
PHYSICAL DEMANDS OF THE JOB	Sitting for extended periods of time. Occasional lifting of not more than fifteen (15) pounds.
HOURS / SHIFTS	37.5 – 40 hours per week. M – F 8:30 am – 5:00 pm. Overtime rarely required.
CLASSIFICATION	Full-time, salary, non-exempt, Support staff. Salary $40,000 - $42,000
BENEFITS	Agency provided group health insurance. Vision, dental, life, supplemental insurances available. PTO and paid holiday package. 403(b) retirement with Agency match. Employee Assistance Program
OTHER	Western New York Independent Living, Inc. values our employee safety and follows all recommended NYS required Infectious Disease Prevention Protocols. Western New York Independent Living, Inc. is an Equal Opportunity Employer. Reasonable accommodations will be made for people with disabilities. Western New York Independent Living, Inc. is a scent-free agency.

POSTING INFORMATION

Closing Date: October 2nd, 2026

Cover Letter and Resume Required to:

Human Resources Dept.

WNY Independent Living, Inc.

3108 Main Street

Buffalo, N.Y. 14214

Employment@wnyil.org