



Position: Customer Service Representative
Job Type: **Part-Time:** Fridays & Saturdays during the school year (October-May)
Location: New York City
Start Date: August 2011

ABOUT CFY

CFY is the nation's leader in helping students in low-income communities, together with their teachers and families, harness the power of digital learning to improve educational outcomes.

Since 1999, CFY has implemented high-impact interventions for middle school students in New York City, Philadelphia, Atlanta, Los Angeles and the San Francisco Bay Area. CFY's Digital Learning Program provides bilingual training to students, teachers, and parents to help them harness the power of digital learning both in school and beyond in order to extend the learning day. Families also receive a Home Learning Center loaded with selected educational software; online family learning services via CFY's Learning Platform; information about affordable broadband options; and 24x7 bilingual support. Studies confirm that CFY's program has significantly improved students' test scores and class effort and have increased parents' confidence and involvement.

Launched as a pilot in October 2010, CFY's Learning Platform PowerMyLearning.com has seen more than 2 million pageviews to date without advertising or promotion. It has received very positive user feedback and is garnering serious attention from major national funders across the country. In fact, CFY was recently awarded a major investment from one of the nation's premier education foundations to dramatically improve the content and features of our Learning Platform. Given the significant financial support we have been able to secure, and given our experience to date, CFY believes that our Learning Platform can be a key tool for helping to drive effective adoption and use of digital learning activities by teachers, parents, and students around the country.

To extend the impact of its work and strengthen the home learning field, CFY also operates an Affiliate Network of more than 30 organizations in more than 20 states and the District of Columbia. For more information, please visit www.cfy.org.

CFY-NYC Overall Objectives

- Serve close to 9,000 families in 75 partner schools by providing free home learning centers, training, and bi-lingual help desk support.
- Serve close to 5,200 families in 43 partner transfer high schools by providing free laptops, training, and bi-lingual help desk support.
- Provide professional development for partner teachers at each of our partner schools.
- Cultivate CFY Champions at our partner schools and with our partner organizations by providing excellent customer service and high quality programming.
- Maintain a positive team environment that values staff, where all staff performs with excellence at their highest potential.

POSITION DESCRIPTION

The **Customer Service Representatives (CSRs)** work to ensure that families are keeping pace with the training curriculum and are engaged in the workshop. They are responsible for supporting the Family Trainers who train CFY's families on how to effectively use their CFY home learning center to strengthen core academic skills. The focus of the training is on helping parents feel more empowered to help their children do better in school.

CSRs should be able to commit to working two weekends per month between October and May (there is often the opportunity to work three weekends per month if desired). The time commitment on Fridays will vary depending on the school, but will average four hours from approximately 1pm-5pm. Saturdays are approximately ten hours (8:00am – 6:00pm), including 30 a minute paid lunch. CFY partner schools are located in New York City (Brooklyn, Queens, Manhattan, Bronx and Staten Island); training locations vary throughout the year.

KEY RESPONSIBILITIES

- Work with the CFY-NYC team to implement a fun, engaging and high energy workshop.
- Responsible for Friday afternoon set-up of classrooms at schools; i.e. prepare classrooms with desks and chairs, run electrical cables, set up computers, monitors and peripherals, etc.
- Provide excellent customer service to CFY's families and schools throughout their experience with CFY.
- Classroom support to CFY Family Trainers by encouraging families to fully engage and participate in the workshop as well as answering questions that families may have.
- Provide minor troubleshooting with non-computer equipment in the classrooms (i.e. is it connected correctly?)
- Assist with the breakdown of classrooms (including moving desks and chairs) and packing away equipment at the completion of a Saturday Family Learning Workshop.
- Assist with the security and safety of CFY's computer equipment at the Family Learning Workshops.
- Attend periodic training session in person or by phone

- All other duties as necessary.

TO APPLY: Please send a resume and cover letter to jobs_cfy-nyc@cfy.org using the following conventions:

Subject line: NYC Customer Service Representative
Cover Letter: yourfirstname_yourlastname_coverletter.doc
Resume: yourfirstname_yourlastname_resume.doc

Your cover letter should answer the following questions:

1. Where did you learn about this position?
2. What makes you an exceptional candidate for this particular position?
3. What experiences have you had working with children and computers?
4. What would you like to gain from this experience?

We will ONLY accept materials via email. Applications will be reviewed on an ongoing basis.

CANDIDATE QUALIFICATIONS

Required:

- Passion for CFY's mission
- Strong customer service skills
- Proficient computers skills
- Ability to communicate clearly and accurately
- Enjoys working with families and students
- Strong problem-solver
- Team-player who is also capable of working independently or with minimal oversight
- Able to lift a minimum of 30lbs
- Availability on Saturdays

Preferred:

- Bilingual Spanish/English or other language
- Experience working with children and families

COMPENSATION

- \$10 per hour
- Compensation does not include the cost of transportation

- Initial training time is compensated at a flat rate per session
- There may be additional training time required either in person or by phone that will be compensated at a flat rate per session

CFY is an equal opportunity employer and welcomes candidates from diverse backgrounds.