

American Community Association

Customer Service Associate School Bus Program Supervisor

OPEN TO: All interested candidates
POSITION: American Community Association Customer Service Associate
OPENING DATE: May 17, 2021
CLOSING DATE: July 2, 2021
WORK HOURS: Full time (40 hours per week)
SALARY: 5500 PLN gross/monthly
NOTE: Position available in August 2021

NOTE: This is NOT a position with the U.S. Embassy or U.S. Government. All applicants must have the ability to obtain a work permit within 90 days or already have the legal right to work in Poland (through Polish citizenship or residency permit).

BASIC FUNCTION OF POSITION

American Community Association (ACA) provides support to American personnel assigned to the U.S. Embassy Warsaw by providing products and services through ACA operations.

The position of Customer Service Representative/School bus Service Supervisor includes:

- Maintaining, receiving and processing inquiries/orders for ACA services, specifically:
 - Bill payment services – for members and ACA office payments
 - Fed-ex shipping
 - Car Rental
- Assist accountant with financial activities
 - VAT submission
 - Daily cash transactions in PLN and USD
 - Organization of office files and documents
- Working effectively as part of a team, including assisting with additional team responsibilities as needed.
- Developing new services and methods for improving customer service.
- Supervision of School Bus Service
 - Staff and supervise bus drivers and monitors
 - Coordination of bus routes and development of alternative routes as necessary
 - Interaction with parents
 - Conflict resolution
 - Taking initiative to improve bus service to ensure highest safety standards and quality of service

QUALIFICATIONS REQUIRED

NOTE: Applicants must address each selection criterion detailed below with specific and comprehensive information as to how they meet the criterion.

1. **Education**: Completion of secondary school is required.
2. **Prior Work Experience**: Customer service experience is required. Previous supervisory experience is required.
3. **Language Proficiency**: Level 4 (fluent) speaking/reading/writing Polish and English is required.
4. **Skills and Abilities**: The following are required: very good verbal and written communication skills, both in Polish and English; excellent customer service attitude, ability to manage multiple tasks and make sound decisions under pressure and/or in stressful situations; ability to work independently as well as in the team; working knowledge of Microsoft Windows and Microsoft Office (Word, Excel, Outlook, publisher).

ADDITIONAL SELECTION CRITERIA

1. The ACA Management will consider nepotism/conflict of interest, budget, and residency status in selecting the successful candidate.
2. The selected candidate will be required to obtain an appropriate security clearance.
3. Interested members of the U.S. Embassy who are departing post in less than a year are not eligible to apply.

TO APPLY

Interested applicants for this position should submit the following:

1. A current resume or curriculum vitae; plus
2. Any other documentation (e.g. essays, certificates, awards, copies of degrees earned) that addresses the qualification requirements of the position as listed above.

SUBMIT APPLICATION TO

Aleksandra Abney, ACA General Manager
U.S. Embassy Warsaw
Al. Ujazdowskie 29/31
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The American Community Association in Poland provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The American Community Association also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.