



Call Center Representative

Administrative Services

AS-CCR-1

JOB SUMMARY

This position is responsible for providing customer services in support of agency operations.

ESSENTIAL FUNCTIONS

- Processes applications to initiate, terminate and transfer services.
- Processes payments and balances payment batch; posts payments to accounts received by mail or drop box.
- Answers telephone calls and emails; provides information and assistance; refers to appropriate personnel.
- Files a variety of documents and forms; Receives and processes faxes and emails; Maintains office supply inventory.
- Generates work orders; Prepares shift reports.
- Researches and resolves customer problems; refers complex problems to supervisor.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of customer service principles and practices.
- Knowledge of computers and job-related software programs.
- Knowledge of records management principles and schedules.
- Skill in analyzing data and preparing related reports.
- Skill in effective oral and written communication.
- Skill in the provision of quality customer services.
- Skill in identifying problems and developing solutions.

11/23/2020

SUPERVISORY CONTROLS

The Customer Service Manager or Assistant Customer Service Manager assigns work in terms of general instructions. The Manager/Assistant spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include the employee handbook and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. The unique needs of each customer contribute to the complexity of the position.
- The purpose of this position is to provide services to agency customers. Successful performance contributes to the efficient and effective delivery of those services.

CONTACTS

- Contacts are typically with co-workers, customers, and members of the general public.
- Contacts are typically to give or exchange information, to resolve problems, or to provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- Ability to be bonded.