



<b>Position Title</b>	Customer Service Representative I		
<b>Reports to</b>	Office Manager/HR Assistant thru Team Lead	<b>Section</b>	Finance/Human Resources – Office
<b>Start Salary</b>	\$15 - \$23/Hour	<b>Job Category</b>	Non-Exempt
<b>Date Adopted</b>	August 24, 2022	<b>Location</b>	Main office & Various Site Locations

**Purpose:**

This position is responsible for responding to customer inquiries by telephone, email, mail, in-person or on social media to provide non-technical problem resolution. Resolves mostly routine and some non-routine problems and communicates solutions or requested information to the customer. A Customer Service Representative I analyses a customer’s needs and refers to other services or technical departments for follow up as needed. Uses a customer relationship application or database to record and research information.

**Essential Duties and Responsibilities:**

1. Prioritizes tasks to meet deadlines; coordinates with Team Lead to ensure activities are performed to maximum efficiency
2. Assists in customer services with operations and procedures
  - a. Customer billing;
  - b. Customer correspondence;
  - c. Supply requisitions;
  - d. Monitoring clerical functions
3. Handles customer inquiries and complaints
4. Receiving orders, calculating charges and processing payments
5. Is responsible for filing documents under the direction of the Team Lead and Office Manager
6. Assists in the smooth and accurate flow of work orders between the customer relations staff and field operations
7. Assists with coordinating services and activities with those of other CCSUD Departments and outside organizations
8. Assists in the adherence to safe and friendly work practices by all personnel assigned to the office operations
9. Provides excellent customer service by giving detailed explanations of services or products
10. Performs any and all tasks as directed

**Essential Knowledge, Skills and Abilities**

1. Education:
  - a. High School diploma or GED preferred
2. Experience:
  - a. Requires 1 year of experience working in a clerical capacity and money handling
3. Specialized knowledge:
  - a. Must be PC literate, i.e., at a minimum must have Microsoft Excel, Word proficiency

- b. Basic accounting knowledge required
  - c. Cash Handling experience a must
  - d. Bilingual in Spanish a plus
4. Skills:
- a. Must have excellent communication skills both verbal and written
  - b. Must have excellent organizational and planning skills; strong attention to detail and a high level of accuracy
  - c. Must have excellent interpersonal skills, with the ability to interact with all levels of workers
  - d. Must have a high level of capability to become totally proficient in the use of all of the tools required to do their job
  - e. High degree of proficiency in problem analysis and assessment displaying good judgment and problem solving
  - f. Must be self-motivated in order to complete job requirements without constant supervision
  - g. Strong work ethic and time management skills
  - h. Information gathering and monitoring
  - i. Must have Initiative, Integrity and Adaptability

**Work Environment and Physical Demands**

1. Office Environment. Work days: Monday through Friday. Office Hours: 7 AM – 5PM, there may be times during emergencies, or at the request of Management which you would be asked to work extended hours.
2. Must have professional appearance, consistent with The Employee Policy Guide
3. Must pass criminal background check, pre-employment drug screening, and driving record check

**Disclaimer**

This position description indicates the general nature and level of work expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties as required.