

Customer Service Representative

The job specifications are intended to represent a descriptive list of the range of duties performed by the employee. Specifications are not intended to reflect all duties performed within the job.

Under general supervision, answer phones, input computer data, word processing, perform a variety of clerical tasks of moderate difficulty, and have frequent public contact in person and on the telephone.

Duties and responsibilities

1. Assist the public, in person and on the telephone, by taking service requests, answering requests for information, screening calls, and routing telephone calls from the public to staff and other available sources.
2. Perform clerical duties, such as data entry and filing.
3. Use word processing and excel software to prepare letters, reports, and other finished copies from rough drafts, marginal notes, and general instructions.
4. Inserts and extracts materials from subject matter files, classifies material by nature of subject matter, and prepares new file folders as needed.
5. Performs related work as required.

Qualifications

Education: Graduation from high school and completion of at least one semester post-secondary education.

Experience: Prefer one (1) year of verifiable clerical experience with working knowledge of MS Word, MS Excel, and MS Access.

Compensation

Hourly Wage: This is a part-time position working Monday through Friday 6:30 a.m. -3:00 p.m. during the season and Tuesday through Friday during the off season. Starting wage is \$15.00 per hour and may be periodically adjusted.

Benefits: No benefits accrue for this position.