

Customer Service Representative

Definition:

Performs a wide variety of clerical and administrative duties in an office setting.

Supervision Received:

Receives immediate supervision from the Administrative Secretary Treasurer.

Example of Duties & Essential Functions:

Duties may include, but are not limited to the following:

- Answer phones and greet customers
- Make phone calls
- Handling inquiries and incoming work requests
- Reviewing files and records to answer requests for information
- Maintaining filing systems
- Photocopying, scanning and faxing
- Sending emails
- Preparing and sending outgoing mailings and packages
- Typing documents and correspondence
- Checking and entering data
- Accept multiple forms of payments from customers
- Route calls to appropriate people
- Sort & distribute incoming mail
- Prepare deposits to be taken to the bank
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers
- Restock supply closet with printing paper, ink, pens, paper clips, staplers, files and folders, and correction fluid

Qualifications:

Knowledge:

- Knowledge of relevant software applications including MS Office
- Proficient in use of email, internet and networking
- Accurate keyboard and 10 key skills
- Knowledge of administrative procedures
- Excellent communication skills
- Organizational and multi-tasking abilities
- Learn to operate new office technologies as they are developed and implemented

Ability to:

Learn to perform a variety of clerical and administrative tasks. Understand and follow oral and written instructions. Establish and maintain effective working relationships with those contacted during work.

Education:

High School Diploma or equivalent.

Benefits currently include:

401k Pension Plan (when eligible)
10 Paid Holidays plus two paid personal holidays
192 hours per year Sick Leave
80 Hours Vacation time
Jury Duty- Paid up to 30 days over any one-year period
Medical and Dental paid by employer

(Benefits are subject to change.)