



NEW:
05/24/2016

JOB TITLE:	CUSTOMER SERVICE REPRESENTATIVE
DIVISION	COMMUNICATIONS AND COMMUNITY RELATIONS
SALARY SCHEDULE/GRADE:	1A, Grade 4
WORK YEAR:	260 DAYS
FLSA STATUS:	NON-EXEMPT
JOB CLASS CODE:	8627
BARGAINING UNIT:	CLAA

SCOPE OF RESPONSIBILITIES

Provides friendly and professional customer service for incoming customer requests. Answers calls, researches required information using available resources, routes call to appropriate departments, handles complaints, troubleshoots problems and provides information.

PERFORMANCE RESPONSIBILITIES & EVALUATION CRITERIA

- Represents JCPS in an effective, professional and respectful way to the customer community Handles customer inquiries by telephone, chat, web service and email
- Researches requested information using available resources
- Provides customers with requested information
- Demonstrates good call procedures as outlined by supervisor
- Routes calls or tickets to the appropriate resource
- Documents all call information according to standard operating procedures
- Manages and resolves customer complaints Follows up with customer calls where necessary Performs other duties as assigned by Management

PHYSICAL DEMANDS

The work is primarily sedentary. It requires the ability to communicate effectively using speech, vision and hearing. The work requires the use of hands for simple grasping and fine manipulations.

MINIMUM QUALIFICATIONS

- High School Diploma or G.E.D.
- Knowledge of customer service principles and practices
- Proficient in relevant computer applications
- Exceptional verbal and written communication skills
- Good data entry and typing skills

DESIRABLE QUALIFICATIONS

- Some experience in a call center or customer service environment
- Successful completion of a customer service representative certification
- Exceptional interpersonal skills, with a focus on listening, team work and adaptability
- Excellent organizational skills and attention to detail