



REVISED: 07/17/2019  
Submitted: 07/16/2019

JOB TITLE:	REPRESENTATIVE CALL CENTER
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

Completes all trainings and other compliance requirements as assigned and by the designated deadline

Manages and resolves customer complaints; follows up with customer calls where necessary

Performs other duties as assigned by supervisor

#### PHYSICAL DEMANDS

The work is primarily sedentary. The work requires the use of hands for simple grasping and fine manipulations. The work at times requires bending, squatting, crawling, climbing, reaching, with the ability to lift, carry, push or pull light weights.

#### 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 word processing 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

Experience in a diverse workplace

