

Position: Customer Service Representative

Salary Range: 23

**Summary**

Under general supervision, performs moderately complex customer service functions and duties.

**Essential Duties and Responsibilities**

- Coordinates the flow of information between groups/departments/divisions. Work activities include but are not limited to independent research, assistance in budget monitoring, record keeping. May take and transcribe dictation.
- Receives and routes walk-in guests and telephone inquiries for a variety of individuals which may include students. Provides clerical support to Human Resources office, including certificated and classified recruitment processes. Provides information and resolves matters as appropriate or searches for requested information. Within the scope of authority, explains general program policies and procedures.
- Coordinates, oversees, maintains and updates the computer program that contacts certificated and classified substitutes needed throughout the district. Monitors to ensure that substitutes are scheduled for employee absences and intervenes when necessary. Records all substitute assignments on a daily basis and compiles a daily absence report. Updates and tracks employee schedules, sites and positions.
- Maintains various databases relevant to area of assignment and generates required reports, including simple statistical reports on the use of substitutes. May set up databases to facilitate data gathering and statistics. Enters information according to established procedures.
- Creates from rough drafts or verbal instructions, letters, memoranda, recurring reports, and statistical data, using appropriate software. Composes routine correspondence and forms as necessary.
- Reviews a variety of forms and materials for completeness and conformance with established regulations and procedures. Ensures accuracy of data.
- May receive, prepare, handle and store confidential (non-collective bargaining) information.
- Communicates with students, staff, parents and the public using tact, diplomacy and courtesy in sometimes confrontational or stressful situations.
- Requires the ability to comprehend and follow district safety plans, procedures, and policies and all other district standards and procedures.
- Performs other duties as assigned that support the overall objective of the position.

**Qualifications**

- **Knowledge and Skills**

Requires a thorough knowledge of office practices, procedures and equipment, including filing systems, receptionist and telephone techniques, and letter and report writing. Requires a working knowledge of those activities associated with accounting, budget and payroll transaction processing, and statistical record keeping. Requires thorough knowledge of proper English usage, grammar, spelling, punctuation, proofreading/editing, and mathematics skills. Must be skilled in using and troubleshooting various standard office machines, including personal computers with word processing, custom databases, desktop publishing, presentation graphics and spreadsheet applications. Must have sufficient communication skills to project a positive image and convey basic information to customers.

- **Abilities**

Requires the ability to independently perform all of the duties of the position efficiently and effectively. Must be able to perform office and secretarial work with speed and accuracy. Must be able to learn, interpret, confidentially explain and apply knowledge of District and department organization, operations, programs, functions and special department terminology. Must be able to maintain the confidentiality of records and information. Requires the ability to plan, organize and prioritize work in order to meet schedules and timelines. Must be able to adapt and learn new procedures and programs as implemented by the District. Must be familiar with Health and Safety regulations. Requires the ability to communicate with peers and other District staff or public in a manner reflecting positively on the District.

- **Physical Abilities**

Requires sufficient arm, hand and finger dexterity to operate keyboard, typewriter and other office equipment for extended periods of time. Requires visual acuity to read words and numbers. Must be able to speak and hear to communicate in person or over the phone. Requires sufficient movement to retrieve work materials.

- **Education and Experience**

High School diploma or equivalent required. Minimum of 2 years of progressively responsible secretarial and clerical experience, preferably in a school setting. Appropriate college coursework may be substituted for some experience to a maximum of 50% of requirement for position.

- **Licenses and Certificates**

A valid California driver's license may be required.