

SALEM-KEIZER PUBLIC SCHOOLS JOB DESCRIPTION

04/16	CUSTOMER SERVICE REPRESENTATIVE 2	2.6.18
Effective Date	Job Title	Index

PURPOSE

To improve student achievement by performing a variety of customer service duties in support of a program or department.

CLASS CHARACTERISTICS

Positions in this class are performing a variety of customer services tasks in direct support of specific operations. Work performed requires basic working knowledge of the policies, procedures, and practices which govern the area of assignment. May be assigned to represent more than one department or program area. Work involves public contact.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from an assigned supervisor, and technical and functional supervision from higher level positions. Methods of performing tasks are the responsibility of the employee and are to be performed within the established policies or as prescribed by rules and regulations. Work is reviewed to assure compliance to standards and measured results.

ESSENTIAL FUNCTIONS OF THE JOB - May include, but are not limited to, the following:

Note: Specific job duties may vary based upon department or function.

Work in partnership with manager, leads, and other customer service representatives to coordinate efficient workflow in meeting customer needs.

Facilitate cross-training for employees and customers on processes, products, services, and software.

Coordinate work assignments and production for assigned areas.

Develop and submit recommendations to the manager regarding new products and services, including need forecast and implementation plans to support customer's needs.

Recommend resolutions for multiple assigned departments regarding escalated customer complaints, requests, and questions frequently requiring analysis of situations to determine best use of resources.

Develop, promote, and foster a relationship building approach with others while providing exceptional customer service in the delivery of products and services consistent with assigned areas.

Apply and explain departmental or program rules, procedures, and policies to customers.

Interpret, develop, and coordinate incoming work orders via verbal, electronic, and written formats and provide assistance in defining the equipment and processes to be utilized.

Assist customers with technical questions, verbally and written, related to submission of all related orders, internal processes, and customer specifications; may include on-site training and assistance for customers.

Recommend and promote additional products and services of the department or program.

Establish specifications and collect proposals from various service & supply avenues for meeting the operational needs and delivery of services for the department or program.

Provide initial contact point for customer calls with questions related to services of department or program.

Maintain consistent and timely work flow and required documentation.

Perform data entry for multiple projects including work orders, tracking of internal measurements and accounting functions.

Compile, verify, organize, maintain, and update records as assigned including records processing.

Maintain regular and consistent attendance and punctuality.

Other duties as assigned related to the program or department.

MINIMUM QUALIFICATIONS

Knowledge of:

Demonstrated working knowledge and ability to efficiently use multiple computer software file types simultaneously.

Demonstrated delivery of professional and personable customer service in various formats to include but not limited to: written, in person, and phone.

Modern office practices and procedures including use of written and computer order processing.

Principles and practices of office records maintenance and record keeping.

Intermediate use and application of business grammar, spelling, punctuation, and math.

Ability to:

Plan, organize, prioritize, multi-task and complete assignments in a work environment subject to frequent interruptions and distractions.

Coordinate with peers and superiors and exercise independent judgment including appropriate decision making concerning work methods and timelines to complete work assignments

Review and apply technical information and specifications in area of work assignment

Work proficiently with assigned hardware for multiple software formats simultaneously.

Gather and organize information for reports and communication both verbally and in writing.

Establish and maintain effective working relationships in person, on the phone, and in writing with those contacted in the course of work.

Maintain confidentiality of information.

Experience and Training:

Any combination of experience, education, and training that would provide the required knowledge and abilities. A representative way to obtain the required knowledge and abilities would be:

Education:

Completion of the twelfth grade or equivalent GED

Experience:

Two years or more of customer service – preferably in an office environment

Special Requirements:

Possession of, or ability to obtain, a valid Oregon driver's license.

Work Environment:

Office, warehouse, and production environments with climate controlled settings. Exposure to noise levels from minimal to loud intensity levels depending upon work locations.

Moderate to high level of contact with district personnel and outside agencies/community depending on work location.

Physical Requirements:

Frequent reaching, handling, handwork, fingering, talking, and hearing. Mobility to work in a typical office setting and use standard office equipment, stamina to remain seated and maintain concentration for extended periods. Hearing and speech to communicate in person or over the telephone. Vision: Frequent near acuity: occasional far acuity. Vision to read printed materials, computer screens and/or other monitoring devices. Strength: Sedentary/Medium – must be able to lift up to 50 lbs. constantly or a negligible amount of force to frequently lift, carry, push, pull or move objects.

Salem-Keizer School District is an equal opportunity employer.

Salem-Keizer Public Schools
Customer Service Representative 2(Continued)

Position: Customer Service Representative 2

I am willing and able to perform the duties of this job:

Signature: _____

Date: _____

Print Name : _____