

CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Performs a variety of tasks, provides information, and assists in identifying appropriate resources in response to questions about the District's various programs and services.

TYPICAL DUTIES

Provides direct service on the phone or in-person to employees, retirees, parents/guardians, students, and the public by answering routine questions and providing general information pertaining to an assigned department or office.

Identifies appropriate resources in response to questions related to payroll, health and medical benefits, worker's compensation, assignments, garnishments, services related to students, or general District policies and procedures.

Utilizes District application systems to research information and to input and maintain data.

Retrieves voicemail messages and follows up with callers to provide assistance.

Provides accurate information to employees, retirees, parents/guardians, and the public regarding District policies and practices, rules and regulations, and procedures related to an assigned department or office.

Maintains, monitors, and updates computerized files, databases, and directories.

Handles complaints and difficult customers in a professional manner and escalates cases to a supervisor when warranted.

Refers callers to appropriate departments as needed.

Explains laws, codes, rules and regulations, policies and procedures, and collective bargaining agreements as they affect time reporting, deductions, adjustments, health and medical benefits or services related to students.

Prepares, modifies, and updates spreadsheets and reports.

May distribute replacement and manually drawn checks to employees, processes garnishment checks and releases for garnishments, and provides duplicate copies of W2 forms to employees and retirees.

May assist parents/guardians with completing and submitting forms for school services.

May assist a higher-level administrator on special projects.

May greet visitors in person and receive, scan, and load various forms of identification into the Visitor Management System (VMS) to activate temporary visitors' badges.

May assist in preparing and maintaining payroll records.

May prepare conference rooms and offices for meetings.

May order, receive, and distribute office supplies and equipment.

May receive, screen, and distribute mail.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Customer Service Representative provides assistance by responding to inquiries from employees, retirees, parents/guardians, students, and the public by identifying appropriate resources in response to District related questions.

The IT Customer Support Representative receives telephone calls, faxes, electronic mail, and chat requests from school and office personnel requesting technical support regarding computer software and hardware problems and electronic/computer equipment repair, replacement and maintenance or provide other Information Technology Division applications support. The IT Customer Support Representative (Spanish) performs the same duties as the IT Customer Support Representative in a position that requires fluency in Spanish.

SUPERVISION

General supervision is received from an administrator. Work direction may be exercised over the work performed by lower-level clerical support personnel.

CLASS QUALIFICATIONS

Knowledge of:

- Education, Government, District and Personnel Commission rules and regulations, and collective bargaining agreements
- General office practices and procedures
- Various District computer systems such as MiSiS, Welligent, Parent Portal and other customer service software systems
- Organization and functions of the District schools and offices
- Microsoft Office, Excel, Outlook, Word, and Sharepoint
- Microsoft Windows Operating Systems
- Time reporting, payroll, and health and medical benefits
- Communication systems
- Basic arithmetic

Ability to:

- Understand, interpret, and apply laws, rules, regulations, policies, procedures, and collective bargaining agreements relating to payroll and health and welfare benefits
- Use District application systems
- Remain calm and pleasant under pressure and in stressful situations
- Deal with difficult customers
- Work effectively with all levels of District employees, retirees, parents/guardians, students, and the public
- Communicate clearly, tactfully, and effectively in writing and orally
- Document clearly and concisely within the District systems
- Compose and edit a variety of documents and reports using correct spelling, grammar, and punctuation
- Work well with figures
- Work in a fast-paced environment with multiple deadlines
- Exercise discretion in the dissemination of information

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency. An Associate of Arts degree from a recognized two year college or 60 semester or equivalent quarter units from a recognized college or university is preferred.

Experience:

Two years of clerical experience performing customer service activities in a District school or office. Experience in interpreting, applying, and explaining District policies and practices, rules and regulations, and procedures is preferable.

The class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by relevant law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
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