

PINELLAS COUNTY SCHOOL BOARD
FLORIDA

PCSB: 6428
Pay Grade: D08

FLSA: Non-Exempt

CUSTOMER SERVICE REPRESENTATIVE
(Call Center)

MAJOR FUNCTION:

Performs responsible customer service, telephone, and clerical work in a call center, answering questions or directing inquiries to appropriate personnel.

DUTIES AND RESPONSIBILITIES:

- Serves as the initial contact for customers/callers.
- Answers incoming local and long distance calls.
- Utilizes school system knowledge of services and policies to answer questions and resolve customer requests or route inquiries to appropriate personnel.
- Provides quality customer service and uses positive interpersonal communication skills on every call.
- Ensures compliance with Board policies, departmental established guidelines, service guarantees, and applicable federal laws and regulations.
- Questions customers to obtain full understanding of information requested.
- Determines the scope of requests and their urgency based on specific criteria provided.
- Documents calls using a call tracking system.
- Monitors call tracking system for responses from administrators and other personnel.
- Records customer feedback and notification
- Follows up on unanswered calls and assures calls are answered within established service guarantees.
- Returns calls within a 24-hour period even if it is to let the customer know the inquiry is still being researched.
- Keeps up to date on names, titles, functions and locations of administrators throughout the county and continuously changing personnel assignments systemwide.
- May be required to perform other routine clerical duties.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Graduation from high school, or possession of a GED. One (1) year general office experience involving interpersonal relations, plus one (1) year of experience in a call center or customer service environment. Demonstrated skills in related computer information systems. Demonstrated excellent oral and written communication skills. Successful completion of PCSB Typing Test (40 wpm).

PREFERRED:

Experience in the operation of a telephone switchboard. A strong background and experience in customer service/related stressful situations.

ISSUED: 5/05 AK; BOARD APPROVED: 6-21-05.

The above statements are intended to describe the general nature and level of work being performed by employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities and duties required of those in this classification.

CUSTOMER SERVICE REPRESENTATIVE

<u>WORKING CONDITIONS & PHYSICAL EFFORT:</u>	Seldom Or Never	Monthly	Weekly	Daily	Hourly
1. Lift objects weighing up to 20 pounds	X				
2. Lift objects weighing 21 to 50 pounds	X				
3. Lift objects weighing 51 to 100 pounds	X				
4. Lift objects weighing more than 100 pounds	X				
5. Carry objects weighing up to 20 pounds	X				
6. Carry objects weighing 21 to 50 pounds	X				
7. Carry objects weighing 51 to 100 pounds	X				
8. Carry objects weighing 100 pounds or more	X				
9. Standing up to one hour at a time	X				
10. Standing up to two hours at a time	X				
11. Standing for more than two hours at a time	X				
12. Stooping and bending		X			
13. Ability to reach and grasp objects					X
14. Manual dexterity or fine motor skills					X
15. Color vision, the ability to identify and distinguish colors		X			
16. Ability to communicate orally					X
17. Ability to hear					X
18. Pushing or pulling carts or other such objects	X				
19. Proofreading and checking documents for accuracy					X
20. Using a keyboard to enter and transform words or data					X
21. Using a video display terminal					X
22. Working in a normal office environment with few physical discomforts					X
23. Working in an area that is somewhat uncomfortable due to drafts, noise, temperature variation, or other conditions	X				
24. Working in an area that is very uncomfortable due to extreme temperature, noise levels, or other conditions	X				
25. Working with equipment or performing procedures where carelessness would probably result in minor cuts, bruises or muscle pulls	X				
26. Operating automobile, vehicle, or van	X				
27. Other physical, mental or visual ability required by the job	X				

Customer Service Representative - NR