

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title: Customer Service Representative

Pay Table: Support

Pay Grade: 7

FLSA Status: Non-Exempt

Job Code: 555

Reports to: Supervisor of User Support

JOB SUMMARY

Under the direction of the Director of Data Processing the Customer Service Representative receives technology related telephone inquiries and problems, answers questions from personal knowledge and computer database, as time and complexity permit. Prepares narrative summaries of other questions for referral to department specialists.

ESSENTIAL JOB FUNCTIONS

- Receives telephone calls regarding district technology related questions and problems.
- Logs each incoming telephone call into the computer.
- Answers questions or resolves problems through use of personal knowledge or through search of computerized database of previously logged questions and problems. The solution is provided verbally or the caller is referred to an Internet address.
- Prepares, enters into the computer, and forwards narrative summary of more complex inquiries as work orders to a department specialist.
- Reviews frequency and types of calls with department specialists. Assists in determining custom training programs requirements.
- Acts as a receptionist for meetings and classes.
- Works on several seasonally assigned tasks depending on the time of year (e.g. Federal card process).

MINIMUM REQUIREMENTS

- High School diploma or equivalent and some experience required.
- Formal education or training in computer-related subjects desirable.
- Computer and/or customer service experience desirable.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, write and perform basic mathematical calculations.
- Ability to operate computer and knowledge of computer vocabulary and concepts.
- Familiarity with commonly used application software (e.g., word processing, spreadsheet and database programs).
- Ability to answer questions and resolve basic computer related problems.
- Ability to analytically resolve problems.
- Excellent interpersonal skills.
- Strong general verbal and written communications skills and good telephone skills.
- Familiarity with customer service practices.

PHYSICAL DEMANDS

Light work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The work also requires the following physical abilities in order to perform the essential job functions: feeling, fingering, grasping, handling, hearing, mental acuity, repetitive motion, speaking, talking, visual acuity and walking.

WORKING CONDITIONS

Employees in this position work in a relatively safe, secure, and stable work environment.

The Davis School District has the right to revise this position description at any time.