

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:	District Office Customer Service Specialist
Pay Table:	Support
Pay Grade:	7
FLSA Status:	Non-Exempt
Job Code:	524
Reports to:	TBD

JOB SUMMARY

The District Office Customer Service Specialist provides courteous, professional assistance and/or directions to patrons and district employees. Helps assure building security by screening visitors.

ESSENTIAL JOB FUNCTIONS

- Receives and provides patrons, district personnel and the general public with assistance and directions in a professional manner.
- Screens visitors for building access.
- Interacts with district security personnel as needed.
- Receives and directs telephone calls to appropriate person, area or department.
- Logs each incoming telephone call into the computer.
- Answers questions and resolves problems through use of personal knowledge or through the searching of a database of previously logged questions and problems. The solutions may be provided verbally or by referring individuals to other resources, such as district websites.
- Receives packages and mail from express delivery and mail services.
- Acts as receptionist for meetings and classes held at the District Offices.

MINIMUM REQUIREMENTS

- High school graduation or equivalent education and/or experience.
- Experience related to the above tasks, knowledge, skills and abilities or an equivalent combination of education and experience.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to analytically resolve problems.
- Knowledge of personal computers and software.

- Excellent interpersonal and public relations skills.
- Demonstrated successful customer service experience.

PHYSICAL DEMANDS

Sedentary work: Exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. 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 and visual acuity.

WORKING CONDITIONS

Employees in this position work in a dynamic environment that requires them to be sensitive to change and responsive to changing goals, priorities, and needs.

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