

# **JOB DESCRIPTION**

## **PATERSON BOARD OF EDUCATION**

**HUMAN RESOURCES**  
**1916 Human Resources Customer Support**  
**Representative/Front Desk Agent**  
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**JOB TITLE:**           **HUMAN RESOURCES CUSTOMER SUPPORT  
REPRESENTATIVE/ FRONT DESK AGENT**

**REPORTS TO:**       **Director of Human Resources Support and Services**

### **NATURE AND SCOPE OF JOB:**

The Customer Support Representative/ Front Desk Agent will support the office of Human Resources efforts in providing the best possible customer service to all those who visit the office. Reporting directly to the Director of Human Resources Support and Services, the HR Customer Support Representative/Front Desk Agent will be responsible for meeting and greeting all visitors to the office of Human Resources, answering any questions a perspective employee may have or directing them to where find the answers. The Customer Support Representative/ Front Desk Agent will also assist HR Partners and HR Coordinators in fulfilling requests for the schools regarding employee personnel information. The Customer Support Representative/ Front Desk Agent will also be the person responsible for the duties associated with being the District's phone Operator.

The ideal candidate will provide high levels of customer service with the ability to work efficiently. In addition, the candidate will leverage technical applications and tools as well as drive continual process improvements.

### **QUALIFICATIONS:**

The Customer Support Representative/ Front Desk Agent:

1. High School Diploma or equivalent
  2. Strong interpersonal and communication skills and experience
  3. Demonstrated success in providing high levels of customer service
  4. Ability to plan, organize, complete assigned work
  5. Ability to analyze and solve problems in a quick and accurate manner
  6. Proficient in data entry/management and accurate record keeping
  7. Excellent organizational skills; demonstrated ability to multi-task & prioritize tasks
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8. Experience working effectively with a wide range of constituencies in a diverse community
9. Experience and proficiency with Microsoft Office products (e.g. Excel, Word, and PowerPoint) and other office productivity tools
10. Experience in an urban school district, preferred
11. General Knowledge of employment law and regulations, preferred
12. Ability to analyze and communicate analysis of data, preferred
13. Computer literacy (including HR management systems and Internet applications), preferred
14. Knowledge and experience with human resource management software such as EduMet; AESOP; Kronos and/or Applitrack, preferred.
15. Willingness to take on leadership role and "go the extra mile."
16. Bilingual, preferred.

### **VERIFICATION OF COMPETENCY:**

1. District Application and resume.
2. Required documentation outlined in the qualifications above.
3. A minimum of three letters of reference from former employers, teachers, professors or other professional sources, or copies of recent evaluations and observations of teaching performance.
4. Official High School Diploma or equivalent.
5. Employment interview.

### **EMPLOYMENT TERMS:**

The Customer Support Representative/ Front Desk Agent shall be employed under the following terms:

1. Work year of twelve months.
  2. Salary or hourly wage, benefits, and leave time as negotiated.
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3. Conditions established by all laws and codes of the State, and all policies, rules, and regulations established by the Board of Education (N.J.S.A. 18A:27-4 et seq.).

#### **JOB FUNCTIONS AND RESPONSIBILITIES:**

The Customer Support Representative/ Front Desk Agent will include, but not be limited to the following:

1. Operate the Human Resources Reception Desk
2. Serve visitors by greeting, welcoming, directing and announcing them appropriately
3. Answering, screening and forwarding any incoming phone calls while providing appropriate information when required
4. Receiving and sorting daily mail/deliveries/couriers
5. Maintain security by following procedures and controlling access (monitor logbook, issue visitor badges)
6. Perform other clerical receptionist duties such as filing, photocopying, collating, faxing etc.
7. Operates the District's switchboard to receive, transfer and transmit calls.
8. Performs telephone clerical tasks such as referring callers to appropriate departments/Schools, locating telephone numbers; updates and/or maintains accurate phone listings of appropriate staff, district offices, staff listing, among other assorted and various records maintained on a personal computer
9. Assists in reporting telephone equipment or service complaints and problems.
10. Performs clerical tasks as receptionist to greet the public
11. Maintains telephone etiquette at all times

Additional duties (during periods of times when HR experiences heavy workloads) to be assigned at the request of the Chief of Human Resources or his/her designee.

1. Support onboarding and hiring process, scheduling and coordination of new hire orientations
  2. Conduct background screening as requested or assigned
  3. Ensure employees are set up on all HR systems, reports as appropriate
  4. Maintain confidentiality of all records and transactions
  5. Process employment verifications
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6. Maintain confidentiality and follow school department, state, and federal policies and procedures
7. Assist with special projects as requested or assigned

### **PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential responsibilities and functions of the job.

Unless reasonable accommodations can be made, while performing this job the staff member shall:

1. Use strength to lift items needed to perform the functions of the job.
2. Sit, stand and walk for required periods of time.
3. Speak and hear.
4. Use close vision, color vision, peripheral vision and depth perception along with the ability to focus vision.
5. Communicate effectively in English, using proper grammar and vocabulary. American Sign Language or Braille may also be considered as acceptable forms of communication.
6. Reach with hands and arms and use hands and fingers to handle objects and operate tools, computers, and/or controls.

### **ENVIRONMENTAL DEMANDS:**

The environmental demands described here are representative of those that must be met by an employee to successfully perform the essential responsibilities and functions of the job and are not meant to be all inclusive.

1. Exposure to a variety of childhood and adult diseases and illnesses.
  2. Occasional exposure to a variety of weather conditions.
  3. Exposure to heated/air conditioned and ventilated facilities.
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4. Exposure to a building in which a variety of chemical substances are used for cleaning, instruction, and/or operation of equipment.
5. Function in a workplace that is usually moderately quiet but that can be noisy at times.

### EVALUATION

The Director of Human Resources Support and Services shall evaluate the Customer Support Representative/ Front Desk Agent in accordance with Policy No. 3223, Regulation Nos. 3223.1 or 3223.2, this Job Description and such other criteria as shall be established by the Board of Education.

  
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Approved

  
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Date