

Job Title	Customer Service Associate I
Job Code	1146
Exempt Status	Non-Exempt
Position Status	
EEO Classification	

Job Summary

Works under supervision, supervises daily service area activities and provides customer support to a service area.

Essential Duties and Responsibilities

- Answers telephone and provides general information to customers. Greets customers and provides assistance or direction.
- Receives and processes requests for service. Enters, retrieves, and verifies data. Maintains files and records.
- Receives, sorts, and routes mail.
- Performs scheduling tasks or service requests.

This document represents the major duties, responsibilities, and authorities of this job, and is not intended to be a complete list of all tasks and functions. Other duties may be assigned.

Additional Responsibilities

Minimum Requirements

Education – High school diploma or equivalent combination of education and experience.

Experience – Two years of related experience.

Knowledge of – Knowledge of word processing, spreadsheet, and database applications.

Ability to – Ability to multitask and work cooperatively with others. Strong verbal and written communication skills. Strong customer service skills and detail-oriented.

Licensing / Professional Certification – None.

Physical Requirements – None.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervision of Others

This position may supervise employees.

Other Requirements