

Job Title	Customer Service Associate II
Job Code	1147
Exempt Status	Non-Exempt
Position Status	
EEO Classification	

Job Summary

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

Essential Duties and Responsibilities

- Greets customers and responds to difficult customer inquiries and complaints.
- Explains and applies policies and procedures. Investigates and researches customer complaints and participates in resolving problems. Assists in the development of office procedures.
- Helps train and advise staff. Compiles data to prepare correspondence, forms, reports, or other documents. Receives and processes request for service.
- Adds, verifies, retrieves, and changes customer order information. Acts as a liaison between service area and other units. Enters billing charges and may accept payments.

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 – Three 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