

Job Title	Customer Service Associate III
Job Code	1148
Exempt Status	Non-Exempt
Position Status	
EEO Classification	

Job Summary

Works under general supervision, provides general information, administrative support, and customer service to multiple departments, programs or offices. Supervises work of other Customer Service staff.

Essential Duties and Responsibilities

- Supervises daily service area activities. Provides training and advice to other support personnel
- Serves as an information resource for the department or office. Ensures adherence to policies and procedures within the department or office and assists in the development of office procedures.
- Oversees records management. Makes recommendations for process improvement or administrative changes. Oversees service delivery for the department or office.
- Resolves customer problems and complaints. Adds, verifies, retrieves, and changes customer or order information and conducts periodic audits for accuracy. Compiles data to prepare correspondence, forms, reports or other documents.

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 – Five 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