



CUSTOMER SERVICE REPRESENTATIVE

SUMMARY/SCOPE/GOAL

Provide information and assistance to all individuals seeking information or services from centralized District functions and information resources. Act as customer liaison between District stakeholders and District departments.

QUALIFICATIONS

EDUCATION AND RELEVANT EXPERIENCE REQUIREMENTS:

REQUIRED:

- High school diploma or equivalent required.
- At least two (2) years of experience in dealing with people in a business environment.
- At least one (1) year of experience with Windows-based information systems.
- One (1) year Internet experience.

PREFERRED/DESIRED:

CERTIFICATIONS AND LICENSES:

REQUIRED:

- Valid State Driver's License

PREFERRED/DESIRED:

PERFORMANCE RESPONSIBILITIES

ESSENTIAL FUNCTIONS:

The tasks/competencies listed below represent most of the time spent working in this position. Supervisor may assign additional tasks within the scope of this classification as necessary.

1. Handle inquiries (telephone, computer or in person) regarding the services and functions of all District-level operations; coordinate information to provide problem resolution.
2. Document customer inquiries: maintain associate records and develop reports.
3. Resolve customer requests and route specialized requests to appropriate departments.
4. Provide follow-up to referred requests and contact customers to ensure satisfaction.
5. Perform various clerical duties to include filing and indexing of District records manually and/or electronically; prepare student transcripts; oversee archiving of student records.
6. Log phone calls in the HEAT ticketing system; maintain department records
7. Prepare, enter, consolidate, and examine journal entries and financial records for accuracy and completeness according to prescribed standards.
8. Process daily cash receipts and maintain daily receipt records.
9. Schedule receipt, recording, and disposal of student records as prescribed by Florida statute.
10. Process Public Records requests.
11. Operate standard office equipment to include computer (PC), fax machine, copier, and microfilm machine.
12. Type and mail correspondence for internal and external customers.
13. Setup and maintain files; maintain District phone directory.

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OTHER DUTIES:

Provide outstanding customer service and use positive interpersonal communications skills. Make all decisions and perform all tasks in accordance with Brevard Public Schools' strategic plan, vision, and mission. Ensure compliance with Board rules and applicable federal laws and regulations.

KNOWLEDGE, SKILLS, AND ABILITIES/TRAINING AND EQUIPMENT USAGE

JOB RELATED:

Knowledge of the concepts, practices, and procedures of excellent customer service required. Must use good judgment and business practices. Ability to think logically and creatively while seeking customer service solutions. Must possess an aptitude for data collections, analysis, and reporting. Ability to apply fundamental bookkeeping skills. Ability to work collaboratively in a fast-paced team environment. Ability to prioritize tasks to support the mission of the School Board.

GENERAL:

Knowledge and use of time management and organizational systems. Skill in meeting and exceeding customer/stakeholder expectations within the precincts of policy, procedure, and sound judgement. Skill in active listening and social perceptiveness. Ability to communicate effectively orally and in writing. Ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems. Ability to sustain focus and attention to detail for extended periods of time.

EQUIPMENT:

Use office machines such as large volume copiers, printers, or calculators. Use computers for email, word processing, intra/internet, data entry, spreadsheets, service ticket responses, presentations, or custom applications.

PHYSICAL DEMANDS/WORK ENVIRONMENT

PHYSICAL REQUIREMENTS:

(L) LIGHT WORK

Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force as frequently as needed to move objects. If the use of arm and/or leg controls require exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated as light work.

POTENTIAL ENVIRONMENTAL CONDITIONS/HAZARDS:

Indoor office environment most often with Indoor/Outdoor movement between pods/locations frequently. Intermittent noise and activity level. Requires Sitting, Standing, Walking, Bending, Stooping, Kneeling, Finger Dexterity, Talking, Hearing, and Visual Acuity frequently.

TRAVEL:

Travel between sites rarely. Travel out of county rarely.

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FOR HR USE ONLY:

DIVISION:	<u>Government and Community Relations</u>	DEPARTMENT:	<u>Government and Community Relations</u>
TITLE CODE:	<u>L4714</u>	CONTENT BY:	<u>Customer Care Administrator</u>
GRADE:	<u>FF</u>	COMPENSATION:	<u>Human Resources</u>
UNIT:	<u>1010 PTH</u>	LABOR RELATIONS:	<u>Karyle Green, Ed.D.</u>
LAST BOARD APVD:	<u>02/12/2002</u>	CLASSIFICATION:	<u>Beth Thedy, Ed.D.</u>
SCHEDULE:	<u>8 Hrs. – 12 Mos.</u>		

REV:	DATE:	REVISION CONTROL:	INITIATED BY:
1.0	02/12/02	Initial Release	District Communications
1.1	10/30/12	REVISED	District Communications
1.2	07/01/20	REVISED: New format	Human Resources
1.3	12/1/2021	Removed special diploma, updated physical requirements to ADA format, added schedule	Ellie Kelly – Human Resources

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Brevard Public Schools (BPS) is an equal opportunity/affirmative action employer committed to achieving excellence and strength through diversity. BPS seeks a wide range of applicants for its positions so that one of our core values, a qualified and diverse workforce, will be affirmed. Americans with Disabilities Act (ADA) compliance requires BPS to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.