

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Customer Service Representative	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Assigned Department	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	March 24, 2010	SALARY:	G33/CSEA 125 Salary Schedule

(Former Classification: Human Resources Customer Service Specialist)

BASIC FUNCTION:

Under general direction of an assigned supervisor, plan, organize and oversee the day-to-day operation of an assigned department to provide timely delivery of professional services; perform public relations and highly technical clerical work in support of the daily operations to increase student achievement; greet and assist a diverse range of visitors and provide appropriate information to inquiries by phone and in person.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

Perform public relations and customer-service functions related to the processes and procedures of an assigned department. *E*

Receive and screen calls to ensure reasonable, timely delivery of communication to appropriate staff, sites/departments or outside individuals/groups; exercise judgment to determine importance or urgency; provide information or direct inquiries to appropriate staff. *E*

Receive, screen and distribute mail; process documents and perform accurate data entry. *E*

Perform difficult technical procedures involving independent judgment and understanding of department policies and procedures; provide accurate information concerning District policies and procedures; assist in establishing or following established guidelines regarding confidential and sensitive issues for the protection of staff, students and families. *E*

Receive and verify information to ensure data accuracy and make necessary changes in the computer in a reasonable, timely manner to meet the needs of the sites and departments. *E*

Operate and understand current computer systems and software programs to produce documents or reports and analyze data to ensure information and reporting accuracy. *E*

Assist in training and providing clear work directions to clerical staff or substitutes as assigned.

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school, supplemented by course work in secretarial science or related fields; and three years of increasingly responsible technical computer or clerical experience.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operations, procedures, specific rules, processes and practices related to assigned department.

Software programs including but not limited to word processing, spreadsheets, and email.

Accurate record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Telephone techniques and etiquette.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Perform complex and technical clerical work in an assigned area.
Maintain the security of confidential materials.
Communicate, comprehend and follow both oral and written directions effectively.
Operate a computer to enter data, maintain records and generate reports.
Establish and maintain cooperative and effective working relationships with a diverse range of people.
Read, interpret, apply and explain rules, regulations and policies related to assigned duties.
Determine appropriate action within clearly defined guidelines.
Work independently and handle sensitive material in a confidential manner.
Work effectively under stress and emergency situations.
Type 40 words per minutes.
Complete work with many interruptions.
Learn new or updated computer systems and programs to apply to current work.
Communicate using patience and courtesy in a manner that reflects positively on the organization.
Actively participate in meeting District goals and outcomes.
Apply integrity and trust in all situations.
Learn District organization, operations, policies, objectives and goals.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment; constant interruptions; contact with dissatisfied individuals; intermittent noise; repetitive activities.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, sitting and operating a keyboard to enter data into a computer for extended periods of time; dexterity to operate a computer and other office equipment; reaching overhead above the shoulders and horizontally and bending at the waist to retrieve files and storage materials; hearing and speaking to exchange information in person and on the telephone; seeing to read applicable materials.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the Americans with Disability Act as required by law.

E=Essential Functions