

## **CUSTOMER SERVICE REPRESENTATIVE**

This position requires:

- Knowledge of basic English, spelling and punctuation, modern office practices and equipment.
- Must have ability to effectively communicate in oral and written form; to adhere to prescribed routines and practices; work independently in carrying out assignments to completion.
- Must have good telephone skills and the ability to answer the telephone in an effective and courteous manner as well as interpersonal and organizational skills.
- Ability to set-up and maintain files, type letters in accordance with established office formats.
- Knowledge in operation of all office machinery and equipment.
- Ability to establish and maintain a strong and effective working relationship with staff and the public so that each individual is treated in a fair and equitable manner.
- Perform other duties as assigned or as may be necessary.
  
- When necessary, be available to work overtime.

### **QUALIFICATIONS:**

**Education:** High School Diploma or GED Certification. Preference given to individuals with Bachelor's degree or higher.

**Experience:** Qualified applicants must have at least three years of related experience keyboard skills and proficient in computer applications such as Microsoft Office product (Word, Excel and PowerPoint).

**Compensation:** Starting salary is \$30,940 a year.. Salary is dependent upon qualifications and experiences of the candidate. Excellent benefits (Life, Medical and Dental Insurance) and paid vacation.