

SACRAMENTO CITY UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Customer Service Specialist	CLASSIFICATION:	Classified Non-Management (SEIU/Office-Technical)
SERIES:	None	FLSA:	Non-Exempt
JOB CLASS CODE:	0485	WORK YEAR:	12 Months
DEPARTMENT:	Human Resource Services	SALARY:	Range 38 Salary Schedule C
REPORTS TO:	Assigned Supervisor	BOARD APPROVAL:	01-22-02
		HR REVISION:	06-05-12

BASIC FUNCTION:

Perform routine, diverse customer service duties; greet the public, provide information, and direct inquiries to the appropriate person or office; answer the telephone, and provide assistance to caller; make phone calls to request, provide, or verify information as directed.

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 principle job elements.)

Provide excellent customer service by establishing positive relationships with district personnel, representatives from external organizations, and the general public. **E**

Process new employees with appropriate documentation for fingerprinting, new employee packet, tuberculosis testing, employee orientation, lifting test as needed, and other district documentation; schedule, coordinate, and facilitate individual or group new employee orientations; distribute materials, and provide district and department information. **E**

Prepare verifications of employment for jury duty, student loans, immigration, adoptions, social security, and other special circumstances; receive, research, complete, and return unemployment claim forms to appropriate agency. **E**

Schedule and administer clerical skills software testing, report test score results, and communicate with applicants the results of testing; schedule bilingual testing and maintain records; set up computers for applicants to enter on-line applications; print applications from applicant tracking system. **E**

Operate a computer and related software to input, update, and access a variety of records and information; operate standard office equipment; enter data for certificated and classified absence report, and contact schools/departments for clarification of submitted documents **E**

Perform a variety of duties and special projects as assigned from verbal or written instructions; prepare and maintain logs, files, and records; review and verify the accuracy and completeness of various documents; receive, sort, and distribute mail. **E**

Follow initial instructions and within the scope of the assignment, exercise good judgment and discretion in handling problems that may arise. **E**

Prepare and maintain daily visitor logs and contact information, monitor visitor sign in and out of the building; lift light objects. **E**

Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities. **E**

Perform related duties as assigned.

TRAINING, EDUCATION, AND EXPERIENCE:

Any combination equivalent to: graduation from high school, and two years of customer service or office experience.

LICENSES AND OTHER REQUIREMENTS:

Overall scores in computer software testing program preferred as follows:

Keyboarding.....45 Correct WPM
Word.....60% Overall Score
Excel.....60% Overall Score

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Customer service practices.
Receptionist and telephone techniques and etiquette.
District policies, procedures, and terminology.
Record-keeping techniques and filing systems.
Operation of a computer, related software, and standard office equipment.
Correct English usage, grammar, spelling, punctuation and vocabulary.
Interpersonal skills using tact, patience, and courtesy.
Oral and written communication skills.
Health and safety regulations.

ABILITY TO:

Perform the basic function of the position.
Provide excellent customer service.
Prepare documents as directed.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer, related software, and standard office equipment.
Prioritize work to meet schedules and timelines.
Work with school improvement initiatives that close student achievement gaps between racial, ethnic, and economic groups by working with all of the diverse communities.
Communicate effectively, both orally and in writing.
Understand and follow oral and written directions in English.
Lift light objects according to safety regulations.
Multi-task and complete work with many interruptions.
Learn and interpret specific laws, rules, and policies, and to apply them with good judgment in a variety of situations.
Meet state and district standards of professional conduct as outlined in Board Policy.

WORKING CONDITIONS:

SAMPLE ENVIRONMENT:

Office environment; constant interruptions; excessive intermittent noise.

SAMPLE PHYSICAL ABILITIES:

Hear and speak to exchange information in person and on the telephone; see to read, prepare and proofread documents, and view a computer monitor; sit or stand for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; bend at the waist and reach overhead, above the shoulders and horizontally to retrieve and store files and supplies; lift light objects.

SAMPLE HAZARDS:

Occasional contact with dissatisfied or abusive individuals.