



POSITION DESCRIPTION

POSITION TITLE: Call Center Specialist (incoming calls)

DEPARTMENT: Call Center

CLASSIFICATION:

APPROVED BY:

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Call Center Manager

POSITIONS SUPERVISED: None

POSITION PURPOSE

Responsible for handling a variety of customer service calls in a prompt and courteous manner. Resolves customer questions and problems regarding accounts, orders, payments, products, and services. Completes and maintains related reports, records, and files. Cross-sells products and services and supports all functions within the Call Center.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for the effective and professional completion of Call Center Representative functions.**
 - a. Receives customer telephone questions and complaints in a professional manner.
 - b. Completes research and resolves documentation errors or discrepancies. Forwards more complex problems to Call Center Manager.
 - c. Provides general information to customers on Company policies, procedures, and programs.
 - d. Provides basic information to customers on accounts, orders, payments, products, and services.
 - e. Performs basic maintenance functions on accounts.
 - f. Maintains and projects the Company's professional reputation.
2. **Assumes responsibility for establishing and maintaining effective coordination and working relationships with area personnel and with management.**
 - a. Completes weekly Call Center statistical reports.
 - b. Keeps supervisor informed of area activities and significant problems.



- c. Completes required reports and records accurately and promptly.
 - d. Attends and participates in meetings as required.
3. **Assumes responsibility for related duties as required or assigned.**
- a. Assists other departments as necessary.
 - b. Performs related clerical duties as needed.
 - c. Keeps work area clean, secure, and well maintained.
 - d. Actively and professionally cross sells Company products and services.

PERFORMANCE MEASUREMENTS

- 1. Call Center Representative functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.
- 2. Good business relations exist with customers. Customer problems and complaints are promptly and professionally addressed and resolved.
- 3. Accurate and complete information about Company products and services is provided to customers.
- 4. Good working relationships and coordination exist with area personnel and with management. Appropriate assistance is provided to area staff as needed. Supervisor is informed of activities.
- 5. Required reports and records are accurate, complete, and timely.
- 6. The Company's professional reputation is conveyed and maintained.

QUALIFICATIONS

EDUCATION/CERTIFICATION: High school graduate or equivalent.

REQUIRED KNOWLEDGE: General knowledge of Company policies and procedures.
Basic understanding of Company products and services.

EXPERIENCE REQUIRED: At least 1 year of experience in customer service.

SKILLS/ABILITIES: Excellent communication and public relations skills.
Ability to work well under pressure.
Ability to use a personal computer and related software applications including Microsoft Word or Excel.
Solid math skills and bookkeeping abilities.



PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

FINGER DEXTERITY:	Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
TALKING:	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
AVERAGE HEARING:	Able to hear average or normal conversations and receive ordinary information.
AVERAGE VISUAL ABILITIES:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
PHYSICAL STRENGTH:	Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS

NONE:	No hazardous or significantly unpleasant conditions (such as in a typical office).
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY:	Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.
MATHEMATICS ABILITY:	Ability to perform very basic math skills including adding, subtracting, multiplying, and dividing two digit numbers; the four basic arithmetic operations with money; and operations with units such as inch, foot, yard; ounce, and pound (or their metric counterparts).
LANGUAGE ABILITY:	Ability to use passive vocabulary of 5,000-6,000 words; read at a slow rate; and define unfamiliar words in dictionaries for meaning, spelling, and pronunciation. Ability to write complex sentences, using proper punctuation, and using adjectives and adverbs. Ability to communicate in complex sentences, using normal word order with present and past tense and good vocabulary.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been



determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.