



## **CUSTOMER SERVICE REPRESENTATIVE**

Hopi Solid Waste Management Program

Reports To: Program Manager

Salary/Hourly Range: 22

FLSA Status: NON-EXEMPT; Full-Time, Part-Time, Temporary

**VALID DRIVER'S LICENSE REQUIRED**

PD Revised: 1/5/2017

### **INTRODUCTION**

The work consists of duties and responsibilities that involve various related steps, processes or methods. The decision regarding what needs to be done involves various choices requiring the incumbent to recognize the existence and differences among several alternatives. The incumbent is under general supervision and line authority of the Office Manager and/or Program Manager, who sets the overall objectives and provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected. The employee uses initiative in carrying out recurring assignments independently without specific instruction, referring unfamiliar situation to the supervisor for assistance. Completed work is reviewed from an overall standpoint in terms of compatibility and effectiveness in achieving expected results. This position is responsible for interacting and assisting with customer and carrying out marketing strategies to increase the use and sale of services, in support of the Hopi Solid Waste Management Program.

### **KEY DUTIES AND RESPONSIBILITIES**

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Politely greets customers, visitors and telephone callers; ascertains their nature & purpose of visit; assists customers by providing information on their visit; when appropriate responds to and resolves complaints & issues; refers difficult & complex matters to supervisor or appropriate office personnel for resolution; and provides good customer service.
2. Monitors office operations, functional activities and special projects; receives, analyzes and assigns to appropriate staff; keeps supervisor abreast of details affecting office management decisions; demonstrates continuous effort to improve operations, streamline work processes, work cooperatively & jointly with others to provide quality seamless customer service.
3. Develop and maintains office/project administrative procedures for records management, responsible for proper filing & retrieval of documents pertinent to office operations & clientele; maintains confidential & sensitive information/data in accordance with established policies & regulations.
4. Responsible for handling customer payments provides receipt of payment, resolves billing complaints, obtain and examine all relevant information to assess validity of complaints and to determine possible causes, such as extreme weather conditions that could increase utility bills and ensures payments are deposited according to Tribal financial policy; provides necessary information requested to the customer following established policies & procedures.
5. Responds to customer inquiries regarding the selection and availability of services; conducts follow-up if necessary, assists with customer surveys; attend meetings, conferences, workshops, etc.; participates in planning meetings; assists with special event scheduling, securing facilities, contacting targeted participants.
6. Provides excellent customer service, both in the workplace and on the field.
7. Performs other related duties as assigned or authorized in order to achieve Tribal/Program goals and objectives.

### **PERSONAL CONTACTS**

Contacts are with employees within/outside the immediate work area, customers, public/private organizations/business, vendors and the general public. The purpose of these contacts is to exchange factual information, provide services/assistance and establish a network of resources.

### **PHYSICAL EFFORT & ENVIRONMENTAL FACTORS**

The work is sedentary in nature and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. At times work will extend beyond the normal eight (8) hour daily schedule. Travel on and off the reservation is required.

## **MINIMUM QUALIFICATIONS**

### 1. Required Education, Training and Experience:

Education: High School Diploma or GED Certificate;

AND

Training: One year experience of business or accounting school training which includes software applications; data archiving and account information and/or closely related field;

OR

Any equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties of the position.

### 2. Required Knowledge, Skills and Abilities:

#### Knowledge:

- Knowledge of marketing and sales practices and principles;
- Knowledge of basic accounting management, principles, and practices;
- Knowledge of good customer service principles and practices;
- Knowledge of modern office equipment/machines and applicable computer software.

#### Skills:

- Excellent skill in verbal and written communication to prepare correspondences, reports and conduct presentations;
- Excellent human and public relation skills (customer services);
- Skills in effective records management;
- Good skill in multi-tasking (prioritizing) and time management;
- Good listening and thinking skills.

#### Abilities:

- Ability to operate modern office equipment/machines and applicable computer software;
- Ability to work independently and exercise sound judgement;
- Ability to communicate with customers, co-workers, and various business contacts in a professional and courteous manner;
- Ability to establish and maintain effective positive and professional working relationships with others.

## **NECESSARY SPECIAL REQUIREMENTS**

1. Must possess an Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course.
2. Must complete and pass the pre-employment screening which includes fingerprint and background investigation in accordance with Hopi Tribal policy.
3. Must not have been convicted of misdemeanors at the local, state or federal level within the past twelve (12) months of application.
4. Must be able to pass mandatory and random drug & alcohol screening.