



UNION JOB DESCRIPTION

TITLE: Customer Service Representative In Training

DEFINITION:

Participates in the Customer Service Representative New Employee Training (N.E.T.) program on the Call Center function. Performs the basic functions and responsibilities of the Customer Service Representative as needed for vacation, peak load, and sick leave relief in addition to providing relief, as available, in other classifications.

DISTINGUISHING CHARACTERISTICS:

This classification is a training classification with training provided on the job and in a classroom setting. Movement to the Customer Service Representative classification is not automatic, but contingent upon successful completion of the Customer Service Representative N.E.T. program and certification on Call Center functions. In the event the employee does not successfully complete the N.E.T. program and certification, the employee may use their seniority to bid back if there is a vacancy or placed in layoff status if there are no vacancies. If the employee has no classification seniority they will be terminated.

BASIC RESPONSIBILITIES:

1. Participates in the Customer Service Representative N.E.T. program on Call Center functions.

OTHER RESPONSIBILITIES:

1. Performs associated training/learning duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Advanced customer relations techniques and practices; including proactively and constructively dealing with a variety of difficult/stressful customer interactions.
- Analytical and problem solving techniques.
- Computer applications and software (such as Windows, email, calendaring, word processing and spreadsheet applications) at an entry to intermediate level.
- Basic math and financial records analysis.

Ability to:

- Be an ambassador for the District.
- Provide information to internal and external customers through a positive and supportive delivery.
- Manage confidential and sensitive information appropriately.
- Communicate effectively both verbally and in writing and possess exceptionally good* human relations skills and demonstrated through an interview process.
- Learn and apply District's Rate Schedules and other fees.
- Learn and apply District procedures, customer programs, policies and CIS screen formats and transactions.
- Learn and use computer and related software/systems for daily work.
- Proactively and constructively resolve and diffuse negatively charged interactions.

MINIMUM QUALIFICATIONS: (continued)

Ability to: (continued)

- Effectively manage and prioritize simultaneous assignments and tasks.
 - Word-process/keyboard at 35 words per minute.
 - Apply skills learned in the Customer Service Representative N.E.T. program and at the same time apply exceptionally good* human relations and communications skills.
- * Exceptionally good is defined as a person who has the following characteristics: Uses good judgment, listening skills, is positive, cooperates, treats people with dignity and respect, demonstrates high work ethic and willingness to help others.

These qualifications are those usually exhibited by a person with:

Education/Experience:

- High school graduate or equivalent.

License or Certification:

- Valid Washington State Driver's License.
- Successful completion of a word-processing/keyboarding test at 35 words per minute.
- Successful completion of a basic math test.
- Successful completion of a customer service skills test (including language, reasoning and reading skills).
- Successful completion of a computer skills test (such as Windows, email, calendaring, word processing and spreadsheet applications).
- Successful completion of an interview process.

WORKING CONDITIONS:

- Work is performed in an office environment and may require travel to business meetings, training sessions or other District job sites.
- Incumbents perform repetitive movements from use of a computer and mouse.
- Frequent contact with the general public.
- This position is subject to seven days a week and 24-hour call out for emergency situations.