



POSITION DESCRIPTION

POSITION TITLE: Call Center Specialist (incoming calls)

DEPARTMENT: Call Center

CLASSIFICATION: Non-Exempt

APPROVED BY: COO

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Call Center Manager

POSITIONS SUPERVISED: N/A

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 Specialist 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. Educates 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 all Company products and services.

PERFORMANCE MEASUREMENTS

- 1. Call Center Specialist 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: Knowledge of Company policies and procedures.
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

REPETITIVE MOTION:	Movements frequently and regularly required using the wrists, hands, and/or fingers.
TALKING:	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
AVERAGE VISUAL ABILITIES:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
AVERAGE HEARING:	Able to hear average or normal conversations and receive ordinary information.
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 <u>typical</u> office).
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY:	Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.
MATHEMATICS ABILITY:	Ability to compute discount, interest, profit, and loss; commission markup and selling price; and ratio, proportion, and percentage. Able to perform very simple Algebra.
LANGUAGE ABILITY:	Ability to read periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ability to prepare business letters, proposals, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Ability to conduct training, communicate at panel discussions, and make professional presentations.

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.