



## Position Description

Title: Customer Service Representative (CSR)		
FLSA Class: Non-Exempt	EEO Category: Administrative Support Workers	WC Class: 8861
Job Title # 010002	Salary Grade:	Purchasing Level: 0
Date Approved: April 30, 2018		
Revision Date: Nov 8, 2018	Job Class: Non-Program	

### Purpose of Position

The telephone Customer Service Representatives (CSRs) are the front line to Great Circle's customer service reputation. The position involves inbound and outbound calls utilizing a headset and computer to log, review and provide information. Incoming calls may originate from clients, providers, family members, school personnel or other related entity and the CSR analyzes these calls and routes appropriate calls to their respective departments. As a knowledgeable representative of Great Circle's services, the representative receives callers in a prompt, courteous and professional manner. The CSR, will work closely with other team members to provide outstanding service to our customers by answering questions, clarifying information and providing accurate responses. The CSR should seek to create a positive experience for each caller by making them feel supported and valued. The position reports to Call Center Director.

### Major Duties (\*Essential Element)

- Manage inbound and outbound calls in a timely manner\*
- Assist in developing and utilize call center "scripts" when handling different topics
- Identify customer's needs, clarify information, and enter documentation into the Customer Relationship Management system (CRM), and transfer to appropriate end users\*
- Build sustainable relationships
- Document conversations in the call center data base in a concise and comprehensible manner\*
- Determine eligibility by comparing client information to service requirements
- Informs clients by explaining procedures, answering questions, providing information
- Take part in training and other learning opportunities to expand knowledge of our agency
- Understand and strive to meet or exceed call center metrics while providing excellent consistent customer service\*

- Conduct outbound calls to resolve issues or provide clarification

### Working Conditions

Office environment. Working environment generally favorable. Exposure to noise.

### Physical Demands

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. This person must be able to sit or stand at a personal computer for a reasonable length of time typing and reading. The position requires constant sitting, listening and talking. The position requires occasional walking, use of hands to handle or feel, climb, balance, stoop, kneel or crawling tasting or smelling as well as lifting up to 25 pounds. This position occasionally lifts up to 100 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### Budget & Supervisory Responsibility

None

### Qualifications

- Possess a current, valid MO driver's license and meet the Great Circle requirements for driver's insurance
- Strong phone, listening and verbal communication skills
- Customer focus and adaptability to different personality types
- Ability to multi-task, set priorities and manage time effectively
- Ability to become familiar with Great Circle's state-wide services
- Ability to ask investigative questions and diffuse tense situations
- Professionalism, adaptability and accountability
- Demonstrated ability to read, write, speak, and understand the English language proficiently and maintain absolute confidentiality in all transactions and communications

### Required Education and Experience

- High School or Equivalent
- 2 years Customer Support in Human Services field
- Familiarity with CRM systems and practices

### Preferred Education and Experience (preferred but not required)

- Bachelor's degree
- Prior customer service call center experience
- Experience working with children and families in a trauma informed environment

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee printed name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee signature: \_\_\_\_\_

