



*Department of Human Resources*

## **JOB DESCRIPTION**

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<b>Job Title:</b>	Customer Service Representative	<b>Wage/Hour Status:</b>	Hourly
<b>Reports to:</b>	Director Area Personnel and Recruiting	<b>Pay Grade:</b>	304
<b>Dept. /School:</b>	Human Resources	<b>Date Revised:</b>	November 4, 2024

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### **Primary Purpose**

Provide customer service to District employees and applicants.

### **Qualifications**

#### **Education/Certification**

High School Diploma/GED or higher education from an accredited institution of higher education

#### **Special Knowledge/Skills**

- Passing scores on District's clerical SET test
- Excellent organization, communication, public relations, and interpersonal skills
- Experience using personal computer to include mainframe data retrieval and proficiency in word processing and database applications

#### **Experience**

Two (2) years related experience

### **Major Responsibilities and Duties**

1. Maintain current knowledge of effective customer service strategies.
2. Maintain knowledge of all units within Human Resources including policies and procedures in Employee Benefits (HIPAA), Data Entry, Support Personnel (TEAMS), hiring teams, Employee Relations, Compliance, and the File Room.
3. Rotate with other members of the team to cover the department telephones, customer service counter and verification desk.
4. Maintain knowledge of application process for substitute teachers, clerks, paraprofessionals and support personnel.
5. Complete verifications of employment for financial institutions, government agencies and employees.
6. Maintain current knowledge of all requirements needed to satisfy Immigration Employment Eligibility Forms (I-9).
7. Maintain current knowledge of Alternative Certification Procedures.
8. Assist applicants on completing online applications and any other online processes.
9. Conduct background checks and generate campus letters for volunteers, internships, and campus observations.
10. Accept job applications for advertised vacancies and distribute to respective departments by deadline.
11. Maintain knowledge of processes needed to retrieve files from the file room.
12. Collect, process, and complete business papers for new hires.
13. Maintain, manage, and schedule clerical and paraprofessional testing for new applicants.
14. Maintain confidentiality of personnel information and Human Resource issues.
15. Sort and distribute department mail, U.S. mail and hand delivered mail to proper areas.
16. Distribute payroll checks each pay period if necessary.

17. Perform other duties as assigned by supervisor.

**Supervisory Responsibilities**

None

**Equipment Used**

PC Computers, printer, fax machine, copier, typewriter, calculator, switchboard, telephone, and scanner.

**Physical and Mental Job Requirements**

**Mental Demands/Physical Demands/Environmental Factors**

Maintain emotional control under stress. Work with frequent interruptions; prolonged and irregular hours; repetitive hand motions, prolonged use of computer; standing and walking.

**Terms of Employment**

221 days; hourly rate to be established by the Board of Trustees

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The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

Approved: \_\_\_\_\_

Job Title: \_\_\_\_\_

Date: \_\_\_\_\_

My supervisor has reviewed this job description with me and has provided me a copy

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

Date: \_\_\_\_\_

The El Paso Independent School District does not discriminate in its educational programs or employment practices on the basis of race, color, age, sex, religion, national origin, marital status, citizenship, military status, disability, genetic information, gender stereotyping and perceived sexuality, or on any other basis prohibited by law. Inquiries concerning the application of Titles VI, VII, IX, and Section 504 may be referred to the District compliance officer, at 230-2031; Section 504 inquiries regarding students may be referred to 504 Coordinator at 230-2856.

El Distrito Escolar Independiente de El Paso no discrimina en los programas de educación o en prácticas de empleo usando el criterio de raza, color, edad, sexo, religión, origen nacional, estado civil, ciudadanía, estado militar, discapacidad, información genética, estereotipo sexual o sexualidad percibida, u otra práctica prohibida por la ley. Preguntas acerca de la aplicación del título VI, VII o IX, y la Sección 504 pueden ser referidas al oficial del distrito, al 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas al oficial de 504 al, 230-2856.