

Job Title:	Lead Customer Service Representative	Wage/Hour Status:	Hourly
Reports to:	Director Area Personnel and Recruiting	Pay Grade:	306
Dept./School:	Human Resources 2024	Date Revised:	October 14,

Primary Purpose

Provide oversight of the customer service team. Organize and manage the routine work activities of Human Resources and provide clerical support to ensure efficient HR services. Provide customers with accurate and timely information and assistance.

Qualifications**Education/Certification**

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

Special Knowledge/Skills

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

Experience

Three (3) years related experience

Major Responsibilities and Duties

1. Maintain basic knowledge of units within Human Resources.
2. Coordinate customer service activities and meetings with customer service team, the Director-Area Personnel & Recruiting, and HR staff.
3. Maintain knowledge of 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.
4. Maintain current knowledge of effective customer service strategies.
5. Provide written procedures, as needed, for the customer service team.
6. Provide training to new customer services representatives.
7. Answer the phone and provide customer service to individuals.
8. Assist customers with questions and concerns regarding the online application process and other online processes.
9. Accept job applications for advertised vacancies and distribute them to respective departments by deadline.
10. Collect and process for completeness of business papers for new hires.
11. Distribute payroll checks each pay period, as needed.
12. Maintain knowledge of application processes for substitute teachers, clerks, paraprofessionals, and support personnel.
13. Maintain, manage, and schedule clerical and paraprofessional testing for applicants.
14. Maintain current knowledge of requirements to satisfy Immigration Employment Eligibility Forms (I-9).
15. Complete verifications of employment for financial institutions, government agencies and employees.
16. Maintain current knowledge of Alternative Certification procedures.
17. Exercise judgment based on knowledge and experience to plan details of the work and select appropriate methods or processes to accomplish work objectives.
18. Work under general or specific direction; perform assigned duties with considerable independence as to work methods and priority of assignment.
19. Maintain confidentiality of personnel information.
20. Maintain accurate and updated internal HR documents.
21. Perform other duties as assigned by supervisor.

Equipment Used

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

Physical and Mental Job Requirements

Mental Demands/Physical Demands/Environmental Factors

Maintain emotional control under stress. Work with frequent interruption; occasional 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

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 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 230-2856.