

**Job Title:** Customer Service Spec Alpha Initiative      **Wage/Hour Status:** Hourly  
**Reports to:** Director Student Retention and Truancy Prevention      **Pay Grade:** 306  
**Dept./School:** Student Retention and Truancy Prevention      **Date Revised:** September 15, 2023

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**Primary Purpose**

Promote quality customer service to ensure efficient and effective work activities of Student Retention and Truancy Prevention and The Alpha Initiative. Provide clerical support services and provide customers with accurate and timely information and assistance.

**Qualifications**

**Education/Certification**

High School Diploma/GED

**Special Knowledge or 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 Student Retention and Truancy Prevention, to include The Alpha Initiative.
2. Coordinate customer service activities and meetings with Student Retention and Truancy Prevention units.
3. Maintain current knowledge of effective customer service strategies.
4. Assist in developing written procedures to enhance quality customer service.
5. Document and analyze customer service transactions to include telephone calls, walk in visitors, and student referrals.
6. Provide training to Student Retention and Truancy Prevention staff on quality customer service.
7. Schedule phone and counter coverage.
8. Assist customers with questions and/or concerns regarding the online application process.
9. Maintain knowledge of processes for truancy court referrals, dockets, and student recovery operational tracking.
10. Assist the Student Retention and Truancy Prevention Director to maintain the Alpha Team budget and operational schedule.
11. Schedule Alpha Team meetings and activities.
12. Maintain current knowledge of requirements of TEC Chapter 25 attendance and enrollment requirements.
13. Complete verifications of enrollment and attendance for various government agencies and schools.
14. Maintain current knowledge of Justice of the Peace Court and Community Agency referrals.
15. Exercise judgment based on knowledge and experience to plan details of the work and select appropriate methods or processes to accomplish work objectives.
16. Work under general or specific direction; perform assigned duties with considerable independence as to work methods and priority of assignment.
17. Maintain confidentiality of personnel information.
18. 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 interruptions; 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

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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: \_\_\_\_\_

*I have read and understood the contents of this job description. I acknowledge that my performance evaluation will be based on stated duties/responsibilities. I am also aware that my position is funded with external funds (State Compensatory Education or federal) and my job duties/responsibilities must comply with the respective Program requirements.*

*Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_*

*I hereby certify the above information to be true and correct. The employee will be supervised to ensure that work performed by the individual listed above, is compliant with respective Program requirements.*

*Supervisor Signature: \_\_\_\_\_ 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, Rosa Ramos at 230-2031; Section 504 inquiries regarding students may be referred to Kelly Ball 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, Rosa Ramos at 230-2031; preguntas sobre 504 tocante a estudiantes pueden ser referidas a Kelly Ball al 230-2856.