

# INTERLOCAL ASSOCIATION

## Job Description

**Job Title:** Customer Service Representative  
**Office:** WorkOne Office  
**Supervisor:** County Coordinator/Business Recruiter  
**Status:** Non-Exempt, Classification 1

## Job Summary

The Customer Service Representative (CSR) provides a wide variety of job seeker services, and routes messages to other team members as needed. The CSR will greet customers, schedule appointments for individual staff, sign people up for workshops, and provide direct services for customers. A high level of general office and computer skills is needed. Will be knowledgeable of all WorkOne offerings and referral mechanisms for partner entities.

## Essential Job Duties

- Greets customers and describes services and process.
- Provides referral information.
- Provides assistance to customers in registering for ICC, in resume development and completing on line employment applications, and other direct services as requested.
- May complete applications for customers applying for WorkOne services, and input data into mandatory tracking system.
- As a support member of the team, may actively recruit candidates for services, maintain contact with customers, and assist in reporting services, including follow-up.
- Handles phone calls and routes appropriately.
- Participates in office meetings and training.
- Other related duties as assigned.

## Working Conditions

Works most of the time in a well ventilated modern office. Works standard 8:00 – 4:30 usually, but may have adjusted schedule depending on office schedule.

## Education

Post-secondary training preferred. Years of experience may be substituted for post-secondary training.

## Experience

At least one year of related customer service work experience.

## Communication

Written communication skills are required to the degree necessary to understand produce/understand various forms, documentation, letters, reports and to file such information. Effective oral communication is essential to receive customers and handle phone calls professionally.