

POSITION DESCRIPTION

POSITION TITLE: Customer Service Support **REVISED:** July 2021

FLSA CLASSIFICATION: Non-exempt

SUPERVISOR'S TITLE: Human Resources Department Manager

POSITION PURPOSE

The Customer Service Support position is responsible for Tier 1 support via phone, email and ticketing queues. This includes answering incoming phone calls, triage incoming emails, escalation of calls to other Team Members and creation of tickets for task to be processed. In addition, providing support to the Human Resource team, including facilitation and coordination of communication between other operational teams (HR and Payroll) and worksite employees.

ESSENTIAL FUNCTIONS

Essential functions include the following. Other duties may be assigned.

- Answering incoming phone calls from worksite employees or clients, escalate calls as needed to another department or team member.
- Provide quick responses to low level HR needs based on FAQ's provided
- Monitor email boxes and delegate/escalate items to Ticketing system
- Monitor ticketing system for incoming actions from clients and delegate task to other departments or team members.
- Manage password resets for worksite employees.
- Monitor live chat

QUALIFICATION REQUIREMENTS

EDUCATION AND/OR EXPERIENCE:

- High School graduate, or GED equivalent

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to effectively communicate in English with both internal and external customers, including but not limited to colleagues, supervisors, management, clients, client employees, business partners, etc.
- Bilingual Spanish speaking preferred
- Above average attention to detail necessary.
- Organize, plan and prioritize work for timely and accurate completion.
- Ability to work with frequent interruptions.

TECHNICAL/COMPUTER SKILLS:

- Ability to effectively use email (MS Outlook) and MS Office software programs as necessary.

- Ability and willingness to effectively use other job-related technology tools, including but not limited to:
 - Image scanners, fax machines, and photocopiers.
 - Multi-Line Phone System.
 - Tilson Tool Kit.
 - HRIS system.
 - LiveChat messaging.

PHYSICAL DEMANDS:

- Ability to stand under 1/3 of the time
- Ability to walk under 1/3 of the time
- Ability to sit over 2/3 of the time
- Ability to talk or hear from 1/3 to 2/3 of the time
- Ability to lift 20 lbs. under 1/3 of the time

WORK ENVIRONMENT:

- The work environment is that of a fast-paced professional office with minimal to high noise levels and moderate temperatures.
- This position requires working independently, as well as part of a team.
- This position requires verbal and face-to-face contact with others on a daily basis.
- Frequent use of a computer, general office equipment, and/or personal device (e.g., cell phone, tablet) is necessary.
- The position requires client information be maintained appropriately confidential.

The essential duties, knowledge, skills, abilities, work environment, and physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please read carefully and check one of the choices below:

- I have reviewed the job description above. I can perform all of the essential functions of the job.

- I have reviewed the job description above. I can perform all of the essential functions of the job with the following reasonable accommodations:

Print employee name: _____

Employee Signature: _____

Supervisor Signature _____

Date: _____