

CUSTOMER SERVICES CENTER REPRESENTATIVE

DEFINITION

Performs a variety of tasks, provides information, and assists in identifying appropriate resources in response to questions about the District's payroll, health and medical benefits, worker's compensation, garnishments, and other general information.

TYPICAL DUTIES

- Provides direct service on the phone or in person to employees, retirees, and District visitors by identifying appropriate resources in response to questions related to payroll, health and medical benefits, worker's compensation, assignments, and garnishments; and provides general information.
- Uses the Business Tools for Schools (BTS) and other computer systems to research information related to automatic payroll deposits, lost warrant affidavits, stale dated checks, change of address and warrant designation cards, and cancellation of voluntary contributions to organizations, and to input and maintain data.
- Provides information to employees regarding District policies and practices, rules and regulations, and procedures related to payroll, and health and medical benefits, including dependent eligibility, enrolling or canceling optional life insurance, applications for retiree health benefits, and retiree enrollment in Medicare.
- Distributes replacement and manually drawn checks to employees, processes garnishment checks and releases for garnishments, and provides duplicate copies of W2 forms to employees and retirees.
- Explains laws, codes, rules and regulations, policies and procedures, and collective bargaining agreements as they affect time reporting, deductions, adjustments, and health and medical benefits.
- Refers employees to appropriate departments for on matters related to welfare fraud, child support cases, health and medical benefit eligibility, private disability insurance, verification of wages of person(s) receiving County assistance, and housing authority verifications.
- May greet visitors in person and receive, scan, and load various forms of identification into the Visitor Management System (VMS) to activate temporary visitors' badges.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Customer Services Center Representative provides assistance to employees, District visitors, and retirees by identifying appropriate resources in response to questions related to payroll health and medical benefits, worker's compensation, tax sheltered annuities, garnishments, and general information.

The Customer Services Center Supervisor supervises personnel engaged in responding to inquiries and assisting employees and retirees with problems regarding payroll, health and medical benefits, worker's compensation, tax sheltered annuities, garnishments, and general information.

SUPERVISION

General supervision is received from the Customer Services Center Supervisor. Supervision may be exercised over the work performed by lower-level clerical support personnel.

CLASS QUALIFICATIONS

Knowledge of:

Education, Government, and Insurance Codes, District and Personnel Commission rules and regulations, and collective bargaining agreements relative to salaries and health and medical benefits
District accounting, budget, and general office practices and procedures
Time reporting, payroll, and health and medical benefits;
Data processing equipment and various District computer systems, such as BTS
Organization and functions of the District
Microsoft Access, Excel, Outlook, and Word
Microsoft Windows Operating Systems

Ability to:

Understand, interpret, and apply laws, rules, regulations, policies, procedures, and collective bargaining agreements relating to payroll and health and welfare benefits
Use an office computer in the application of the BTS system
Communicate clearly, tactfully, and effectively in writing and orally
Compose and edit a variety of documents using correct spelling, grammar, and punctuation
Understand assignment data
Work well with figures
Work effectively with all levels of District employees, employee organization representatives, representatives of other agencies, and the public
Remain calm and pleasant under pressure and in stressful situations
Deal with difficult customers
Work in a fast-paced environment with multiple deadlines
Exercise discretion in the dissemination of information

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, preferably supplemented by courses in human relations, accounting, and budgeting.

Experience:

Two years of clerical experience performing customer service activities in a District school or office. Experience in interpreting, applying, and explaining payroll, personnel, insurance, or employee benefits policies and procedures, or processing purchasing requisitions, including using one or more of the following District applications Human Resource System (HRS), Payroll Time Reporting System (PTRS), or BTS is preferable.

The class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of the position at any time.

Revised
10-14-13
JPK