



Kalamazoo Regional Educational Service Agency Job Description

Job Title: Customer Service Representative
Reports To: REMC Manager
FLSA Status: Non-Exempt
Prepared By: Human Resources
Approved By: N/A
Prepared Date: 07/2002
Last Revised Date: 07/2002

Summary: Provides quality customer service by giving assistance and information to REMC customers

Essential Duties and Responsibilities:

- Works closely with customers to insure that finished jobs meet their expectations
- Provides job estimates and quotes
- Jobs in work to be done and invoices work completed
- Handles customer's requests and questions regarding their jobs
- Communicates customer needs to appropriate REMC staff
- Orders supplies and materials
- Maintains departmental records and layout files
- Produces production reports as required
- Works with vendors to subcontract work to be done
- Assists with color copy orders as needed
- Regular and consistent attendance
- Other duties as assigned

Must have knowledge of and comply with the policies and procedures contained in the Kalamazoo RESA handbook.

Education and/or Experience:

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education & experience.

Certificates, License, Registration:

If applicable.

Other Skill & Abilities:

Effectively present information in front of groups and engage in audience
Ability to communicate effectively including listening
Keep administrator abreast of activity
Works in a team oriented fashion
Ability to efficiently use computer and applicable software
Ability to problem solve
Ability to read, analyze and interpret data
Ability to write reports, correspondence, policies and procedures
Maintains confidentiality
Displays willingness to support and make decisions with sound judgment in timely manner
Performs duties as workload necessitates
Adapts to frequent changes in the work environment
Uses equipment and materials properly
Practices safe work habits

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Physical Demands:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is regularly required to sit; talk; and hear; use hands and arms to handle, feel or reach. The employee must frequently stand and walk; lift and/or move up to 10 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, color vision, depth perception and ability to adjust focus.

Work Environment:

The noise level in the work environment is usually moderate.

The employee shall remain free of any alcohol or nonprescribed controlled substance in the workplace throughout his/her employment in the District.

It is the policy of Kalamazoo Regional Educational Service Agency that no discriminating practices based on gender/sex, sexual orientation, race, religion, height, weight, color, age, national origin, disability or any other status covered by federal, state or local law be allowed during any program, activity, service or in employment. The following positions at Kalamazoo RESA have been designated to handle inquiries regarding the nondiscrimination policy. Human Resources Administrator, Tom Zahrt; Assistant Superintendents: Margaret McGlinchey & Laurie Montgomery. Contact information: 269-250-9200, 1819 E. Milham Avenue, Portage, MI 49002.