

# Customer Service Representative

Date: 01/30/2012

Job Title: Customer Service Representative/ Income Maintenance

Department/Division: Missouri Call Center

Reports To: Customer Service Supervisor

Pay Grade: non-exempt

## Summary of Position

The Customer Service Representative represents YoungWilliams and provides outstanding customer service to both internal and external customers by professionally answering all calls and insuring that customers receive accurate information politely and promptly.

## Essential Job Requirements

- Must have the ability to work independently with little or no supervision and meet the minimum requirement of number of calls answered per day.
- Draws from all available resources, policies, supervisors and MACSS to answer all inquiries, recognizes case issues as they develop in order to reduce workload.
- Shows a high level of enthusiasm in serving customers and improving team performance, willing to obtain and increase knowledge to assist the team and call center.

## Required Education

A high school diploma or equivalent required. A degree or certificate in a related field preferred

## Required Experience

Call center experience preferred. Computer experience and typing proficiency required.

## Required Skills

Excellent written and spoken communication skills including voice tones and grammar as well as time management skills and organizational skills.

## Physical Requirements

The physical demands described here 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.

While performing the duties of this job, the employee is regularly required to type, talk or hear. The employee frequently is required to sit and reach with hands and arms. The employee is sometimes required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include the ability to read a computer monitor.