



## Job Description

**Job Title:** Customer Service

**Location:** Madison

**Reports To:** Director of Human Resources

**FLSA Status:**  Exempt  Non-Exempt

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*This job description reflects management's assignment of essential functions of the job; it does not restrict the tasks that may be assigned.*

### Job Summary

The Customer Service Representative operates the main switchboard to relay incoming, outgoing, and interoffice calls and greets and receives visitors as well as provides administrative support to the Madison office.

### Essential Job Functions

1. Operate switchboard to answer, screen and direct incoming callers to proper destination.
2. Filters through voicemails and timely distributes messages.
3. Assist with finding day porter replacements for last minute call-ins.
4. Perform a variety of administrative duties as requested (typing, proofreading, copying, filing, update phone lists, pager list, account lists, etc.).
5. Inform Building Supervisors, Account Managers, Area Supervisors and Human Resources of any messages for the day (employees who are off, etc.).
6. Assist with monitoring employee absences.
7. Translate for Managers in regards to communication with their Spanish speaking employees.
8. Send/distribute fax correspondence.
9. Assist Human Resources Department as needed; i.e. send letters for applicants.
10. Order Uniform shirts, company logo clothing, and company leader head and envelopes.
11. Create Log books and MSDS books for customer accounts.
12. Monitor office supplies and order through purchasing as necessary.
13. Monitor uniform shirts, company letter head/envelopes, company logo clothing and order through proper vendor.
14. Maintain office equipment (copiers, fax, and postage machines) and order supplies when needed (toner, etc).
15. Coordinate signatures and send anniversary cards to employees in a timely fashion.
16. Maintains confidentiality when exposed to sensitive materials (files, medical records, etc.) and conversations.
17. Maintain organization and orderliness of front office area.
18. Provide excellent level of customer service to both internal and external customers.
19. Report to work on time and works overtime as required and if required to travel for business: maintain a valid driver's license and good driving record.
20. Travel is required 0-5% of the time for this position, annually.

### Education and/or Experience

High school diploma or GED, and 1 to 3 years related experience, additional years of education and experience may be substituted for each other, as determined by Human Resources. Ability to read, write and speak English and Spanish is a requirement of this position.

### Knowledge, Skills and Abilities

Must have excellent organization and communication skills as well as be detail oriented. Must have a friendly and outgoing demeanor when dealing with internal and external customers. Must have the ability to work in a fast paced environment, while maintaining open communication. Must be proficient in Microsoft Office products (Word, Excel, Outlook, etc).

### Physical Demands and Work Environment

While performing the duties of the job, the employee must be able to use a keyboard, calculator and telephone. They are regularly required to stand or walk, sit, talk, hear, and use hands to finger, grasp, handle, or feel. The employee must occasionally climb, stoop, kneel, crouch, lift (10lbs) and have the ability to adjust vision for close vision work. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.