



STEP ADVANCEMENT REQUIREMENTS

CUSTOMER SERVICE RECEPTIONIST

STEP 1

The following are the skills and knowledge required to advance from Step 1 to Step 2.

1. Must be able to verify customers and have knowledge of the required computer paths used to update customer information, as well as properly note accounts.
2. Must demonstrate a high level of dependability and cooperation, as well as provide excellent service to inside and outside customers, and display the following work skills:
 - A. Dependable, must arrive on time, not abuse break periods.
 - B. Efficient and accurate work habits in a high-paced environment.
 - C. Ability to prioritize work.
 - D. Display strong multitasking skills.
 - E. Consistent good judgement.
 - F. Ability to professionally and clearly communicate with customers.
3. Must have working knowledge of and use the proper phone procedures, handling multiple incoming calls with high efficiency, patience and professionalism, and direct calls properly.
4. Must have the ability to direct customers who come in to the lobby to the proper department(s) and District meeting rooms.
5. Must have the ability to receipt customer payments and display a high rate of accuracy and proficiency for handling cash transactions.
6. Must consistently balance assigned cash drawer, using established procedures. Must follow security provisions for handling cash at all times.
7. Understand and provide District information and communicate information to customers clearly.

8. Be responsible for assigned work station. Must use proper procedures for logging off when vacating the work station when not at assigned computer.
9. Must have well developed oral and written communication skills and good listening skills.
10. Must be able to direct customers to website for District information, rates and fees, and instruct how to access online billing account program and features within.
11. Must have the ability to receive and verify simple power outages as needed.