# AUSTIN ISD
# JOB DESCRIPTION

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| JOB TITLE: | **REPRESENTATIVE CUSTOMER SERVICE** | | | PAY GRADE: | **NIS 3** |
| DUTY DAYS: | **260** | FLSA STATUS: | **NON-EXEMPT** | DATE REVISED: | **09/18/2025 HC** |
| FUNDING SOURCE: | **THIS POSITION IS PARTIALLY OR FULLY FUNDED THROUGH LOCAL AND/OR GRANT SOURCES. CONTINUED EMPLOYMENT IN GRANT-FUNDED POSITIONS IS CONTINGENT UPON AVAILABILITY OF FUNDS.** | | | | |

**MINIMUM QUALIFICATIONS:**

A high school diploma or equivalent is required. Two (2) years of related experience is preferred. Fluency in Spanish and English is preferred. This position requires the incumbent to work some nights, weekends and holidays as needed.

**SKILL REQUIREMENTS:**

This position requires the incumbent to have excellent communications skills, both written and verbal, with a friendly and professional demeanor and attention to detail in documenting customer interactions and information with accuracy. The incumbent must have strong problem-solving skills, with the ability to empathize with customers and provide effective solutions. Proficiency in using a district computer is required. The incumbent must be able to work independently and collaboratively and handle challenging and stressful situations calmly and effectively.

**JOB PURPOSE AND RESPONSIBILITY:**

The purpose of the Customer Service Representative will be to support the department. The Customer Service Representative will collaborate with the team members on day-to-day interactions, experiences, and goals for providing equitable and exceptional customer service within the department. This position will assist with the day-to-day maintenance of systems, including pulling relevant reports and researching details of scheduled events to ensure customers are assisted in a timely manner.

**ESSENTIAL FUNCTIONS:**

- Respond to inquiries promptly and professionally via phone, email, or chat, providing exceptional service and support to all Austin ISD stakeholders.
- Collaborate with the appropriate team to support the day-to-day operations of the department.
- Assist with the day-to-day maintenance of the system, including pulling reports and researching details of scheduled events to ensure customers are assisted in a timely manner.
- Maintain high level knowledge of programming including programs offered and calendar of events, ensuring the ability to effectively address stakeholders' questions and concerns.
- Record customer interactions, transactions, comments, and complaints accurately and implement daily reporting to team leaders.
- Collaborate with internal teams to gather information and provide timely resolutions to customer inquiries.
- Follow established procedures for handling customer inquiries, complaints, and requests, ensuring compliance with local, federal and state confidentiality regulations.
- Continuously improve customer service skills and knowledge through training, feedback, and professional development opportunities.

- Assist with ongoing projects and recognition goals for the department.
- Provide an exceptional customer experience for all AISD stakeholders with intentional and professional practices that promote a culture of respect.

**OTHER DUTIES AS ASSIGNED:**

Perform other related duties as assigned; however, all employees are expected to comply with lawful directives in rare situations driven by need where a team effort is required.

**PHYSICAL EFFORT AND WORK ENVIRONMENT:**

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. This position may involve rare exposure to blood or body fluids. Regular attendance for this position is required.

**Tools/Equipment:** Used: Standard computer, and peripherals

**Posture:** Frequent standing, kneeling/squatting, bending/stooping, pushing/pulling, and twisting

**Motion:** Frequent walking, rasping/squeezing, wrist flexion/extension, lifting and stacking, repetitive hand motion

**Lifting:** Lifting and carrying (30 pounds and over)

**Environment:** Office environment

**Mental Demands:** Maintain emotional control under stress.

**PERSONAL WORK RELATIONSHIPS:**

This position reports directly to the appropriate supervisor of the department and has no direct supervisory responsibilities.

*The Austin Independent School District provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

**I have read & acknowledged the job description above.**

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| **Employee Signature:** | | **Date:** | |