**Position Title:** Customer Service Rep. Attendant  
**Department:** ECSES  
**Group:** NISUP, ESPA Eligible
Non-exempt, Zone 11  
**Reports to:** ECSES Supervisor  
**Date:** June, 2021

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**PURPOSE OF POSITION:**

To welcome and provide outstanding customer service to all visitors and guests at the Lancaster-Lebanon IU13 facility in a manner that will establish a positive image for our organization.

**ESSENTIAL FUNCTIONS:**

*All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:*

- prompt responsiveness to inquiries
- professional and courteous verbal and nonverbal communication
- proactive problem solving

1. Greet visitors and guests upon entering the IU13 lobby in a prompt, genuine, and professional manner. Orient guests to the facility by providing directions to restrooms, office areas, classrooms, etc. Accurately monitor the flow of individuals who use the building including staff, students and visitors, to ensure all persons on the property are accounted for.

2. Maintain a business-like atmosphere in the lobby. Ensure that accurate and current information is displayed in the main lobby during business hours. Promptly remove any trash or debris that may have been left behind by visitors, guests, or employees. Periodically align chairs, tables, magazines, etc.

3. Courteously answers and screens telephone calls using good judgment as to which callers require general program information and those that should be transferred to a specific program.

4. Performs secretarial tasks to include data entry, typing, filing, copying and general record keeping in an accurate and timely manner.

5. Maintains up-to-date knowledge regarding services and programs offered by IU13, and appropriate contact information, to provide timely and accurate information to customers with basic inquiries.

6. Coordinates with custodial staff for the purpose of scheduling on-site maintenance and custodial services, as needed.

7. Follow IU13 guidelines concerning safety and security procedures.

8. Sort and distribute incoming and outgoing mail and deliveries to the building.

9. Efficiently organize supplies related to front desk/lobby operations and provide timely notification to the person responsible for ordering when supplies run low.
10. Create, maintain and post a master calendar for the facility which includes a weekly schedule of classes, weekly and daily schedule of events and a weekly work schedule for all middle managers who work out of the facility.

11. Performs basic and routine clerical functions (stapling packets, alphabetizing, collating, etc.).

12. Maintains up to date technical skills as required for position.

13. Adheres to the established work schedule through regular and consistent attendance.

14. Responsible for all other assignments and duties deemed necessary and appropriate by the Supervisor. Contribute to the effective team management of all problems, issues and opportunities.

15. Staff must observe all LLIU requirements governing FERPA, HIPAA, and any LLIU policies on FERPA and/or HIPAA’s policies and notices of privacy practices.

**MARGINAL FUNCTIONS:**

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

**KNOWLEDGE & SKILL REQUIREMENTS:**

**Education:** High school diploma or GED and two years successful experience in a customer service environment. Clerical support experience preferred.

**Skills:** Strong customer service skills, good organizational, communication and computer skills are required. Ability to successfully work with confidential information and function with limited supervision. Bilingual skills (Spanish/English) preferred

**Other Requirements:**

- Professional appearance and dress.
- Ability to prioritize and work on other tasks during times when customers do not need assistance.
- Ability to simultaneously manage multiple visitors and/or phone calls and stay calm under pressure.

**PHYSICAL/MENTAL/ENVIRONMENT:**

**Physical Demands:**

<table>
<thead>
<tr>
<th>Activities</th>
<th>Sit: 80%</th>
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<tbody>
<tr>
<td></td>
<td>Walk/stand: 20%</td>
</tr>
<tr>
<td>Lifting:</td>
<td>Up to 20 lbs. - Lifting of light boxes and office material (unless otherwise noted below)</td>
</tr>
<tr>
<td>Vision:</td>
<td>Close concentration</td>
</tr>
<tr>
<td>Mental Demands:</td>
<td>Interpret, analyze and problem solve</td>
</tr>
<tr>
<td>Environment:</td>
<td>Normal office environment</td>
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