



Job Title: Sr. Customer Service Representative

Job Group: IV

Location: LWS- 951 Niagara Street, Buffalo, NY, 14213

Reports to: Office Manager & Program Director

SUMMARY:

The Senior Customer Service Representative performs a variety of complex clerical and administrative duties. Carries out responsibilities independently and accurately with a minimum of supervisory follow up. Responsible for supervision of secretarial and/or maintenance staff assigned to program. May be asked to perform other duties as required by specific program needs.

RESPONSIBILITIES:

- Types and transcribes agency correspondence and reports.
- Maintains record keeping and client billing system.
- Maintains staff attendance and leave records.
- Prepares and types statistical reports at site as required.
- Screens telephone calls and visitors.
- Uses computer to enter data, produce reports and operate word processing system.
- Orders and inventories project supplies and materials.
- Operates and maintains office equipment.
- Receives, disburses and keeps records of petty cash funds.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, AND SKILLS:

Ability to relate either in person or by phone to individuals in crisis. Ability to exercise good judgment, courtesy and tact in receiving callers. Ability to establish and maintain effective relationship with other employees and the general public. Ability to type and file accurately. Ability to understand and follow routine oral and written instructions. Knowledge of the operation and use of keyboard data entry equipment. Knowledge of office procedures and equipment. Knowledge of appropriate English grammar and usage.

QUALIFICATIONS:

High school or equivalent diploma including or supplemented by courses in business subjects appropriate to this position plus two (2) years full time paid secretarial experience OR completion of a two-year business course plus one (1) year full time paid secretarial experience.

To apply, please use the following link:

https://workforcenow.adp.com/jobs/apply/posting.html?client=lsbehavior&jobId=220526&lang=en_US&source=CC2