



## Position Description

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| Position Title: CSR (Customer Service Rep)<br>Location: Aegis Communications Group<br>Department: Operations<br>Analyst: Tonya Cornileus<br>Approved By: M. Mullen   | Effective Date: June 1, 2002<br>Cancels Sheet Dated: All before 6-1-02<br>FLSA Classification: Non-exempt<br>Grade(s): 12-14 |
| <b>Position Summary:</b><br>The CSR is responsible for frontline interface with an engagement's customers, materials and services. Associate is responsible for servicing the client's customers or prospects with accuracy, quality, and efficiency. Up-selling or cross-selling may be required.   |  |
| <b>Essential Functions:</b> <ul style="list-style-type: none"><li>▪ Answer inbound telephone calls and speak with customers in an effort to resolve customer service inquiries with accuracy, efficiency, and quality.</li><li>▪ Access customer account information via computer software and make necessary entries in order to resolve problems and/or complaints, initiate or change service, process transactions, schedule installations, etc.</li><li>▪ Communicate with customer effectively and clearly, which requires excellent oral communication skills (grammar, enunciation, pronunciation).</li><li>▪ Cope with and diffuse stressful situations, control direction of call with tact and diplomacy.</li><li>▪ Use independent judgment, logic and analytical skills in problem solving.</li></ul> |  |
| <b>Other Duties and Responsibilities</b> <ul style="list-style-type: none"><li>▪ Use resources and supporting technology to evaluate, document, and execute service.</li><li>▪ Stay abreast of product knowledge, sales and/or customer service skills, and changes in the related industry.</li><li>▪ Meet or exceed required attendance, schedule adherence, quality, and other production related goals.</li><li>▪ Adhere to Aegis and client policies and procedures.</li></ul>  |  |
| <b>Background Requirements:</b><br><br><b>Education:</b><br>High School diploma or GED required.<br><br><b>Experience:</b><br>A minimum of six months experience in customer service or sales; previous call center experience preferred.<br><br><b>Abilities:</b><br>Excellent written communication skills (grammar, spelling); Proficiency in working in a Windows-based computer environment; Excellent interpersonal skills; Basic math skills.   |  |
| <b>Equipment Usage/Environmental Exposure Requirements:</b><br>Equipment used includes, but is not limited to: PC, headphones, fax machine, copier, and telephone. Representative exposure is in a well-lit and ventilated office environment.   |  |

## Physical Activities

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| Position Title: CSR (Customer Service Rep)   |               |   |
| <b>Physical Activities Characterized As:</b> |               |   |
| Light  |               |   |
| <b>Physical Demands:</b>                     |               |   |
| Lift:  | <1 pound      |   |
| Carry:                                       | <1 pound      |   |
| Push/Pull:                                   | <15 pounds    |   |
| <b>Activity</b>                              | <b>Extent</b> | <b>Comments</b>   |
| Sitting                                      | 90% to 95%    | Sit at workstation answer phones and use computer (may stand as needed), and attend meetings    |
| Talking                                      | 60 to 75%     | Communicate with customers  |
| Typing                                       | 40%           | Computer use  |
| Walking/Standing                             | 3%            | Exit for breaks, lunch, etc.  |
| Lifting/Carrying                             | <1%           | Lift and carry office items needed for job functions such as paperwork, headphones, pens, etc.  |
| Bending                                      | <1%           | Miscellaneous activities as needed, such as adjust chair, pick up dropped item from floor, etc. |
| Pushing/Pulling                              | <1%           | Pull or push chair  |
| Running                                      | None          |   |
| Climbing                                     | None          |   |