

**CAPE ELIZABETH SCHOOL DEPARTMENT**  
**Community Services Division**  
**Job Description**

**TITLE: Customer Service Representative**

**QUALIFICATIONS:**

1. **Education/Certification:** High School Diploma or equivalent. Hold a valid State of Maine Criminal History Records Check Approval
2. **Special Knowledge/Skills:** Knowledge, understanding and demonstrated aptitude or competence in the performance responsibilities listed below: possess good work habits; the ability to work without supervision; ability to maintain positive relations with the customers, students, and fellow workers. Must be prompt and reliable.
3. **Experience:** Demonstrated aptitude or competence for successful fulfillment of assigned performance responsibilities.

**REPORTS TO:** Community Services Director and Assistant Director

**JOB GOAL:** To provide quality customer service as the first contact with the public and staff.

**PERFORMANCE RESPONSIBILITIES:**

1. First response in answering the telephone
2. Greet public at the registration window
3. Receive and tally registrations
4. Open and distribute mail daily
5. Receives and confirms birthday party requests
6. Process deposits
7. Order office supplies
8. Updates sign board daily
9. Assists with Extended School Care details and operations
10. Provides clerical support to Community Services Director and Assistant Director

**TERMS OF EMPLOYMENT:** Compensation in accordance with recommendation established by Superintendent and Business Manager; 35 hours per week school year and 25 hours per week summer.

**WORKING CONDITIONS:**

**Mental Demands:** multi-tasking, answering the phone, waiting on customers, organizing, prioritizing, working in fast paced environment

**Physical Demands:** Sitting, extensive use of adding machine, and phone work, computer work, stapling, repetitive motions

**Environmental Conditions:** Walking outside, slippery surfaces, biological exposure (human waste, body fluids)

**EVALUATION:** The basis of the evaluation will be the extent to which the above performance responsibilities are successfully handled and the extent to which the job goals are met.

**NOTE:** The above job description reflects the general requirements necessary to describe the principle functions or responsibilities of the job identified and shall not be interpreted as a detailed description of all work requirements that may be inherent in the job, either at present or in the future.

**School Board Approved: May 9, 2006**