

JOB POSTING FOR: CUSTOMER SERVICE ASSOCIATE

Job Overview:

The person in this position is positive, organized, creative, and independent. Must become knowledgeable and effectively communicate the goals and values of JMG. This is a full-time position that includes some travel in and out of state.

Essential Functions (Major Duties or Responsibilities):

- Greet customers in a professional and courteous manner.
- Describe merchandise and explain its use.
- Recommend, and help locate or obtain merchandise based on customer needs and desires.
- Determine charges for services requested, collect deposits or payments, and arrange for billing.
- Process cash or credit card payments.
- Check to ensure that appropriate changes were made to resolve customers' problems.

Minimum Qualifications (Education and Experience):

Education and experience equivalent to one year of high school business class or a related field, and one year of public contact experience. Computer and Microsoft Office Suite experience is required.

Knowledge, Skills and Abilities:

Must be able to organize and prioritize workload; readily accept direction and supervision; and learn new procedures. Must be able to effectively communicate, provide excellent customer service. Must establish and maintain effective working relationships with organizational personnel and the public. Applicant must be able to work under general supervision and make efficient use of work time and possess the ability to re-focus on the tasks at hand and meet deadline requirements while coping with frequent interruptions.

Ability to acquire knowledge of program policies and procedures to include services provided by Jobs for Montana's Graduates, community resources, workforce partners; department programs, regulations and policies

To Apply: Submit Cover Letter, Resume and Job Application to:

Program Manager – IGNITE
RE: Customer Service Associate
DLI-JMG
PO Box 1728
Helena, MT 59624-1728