

COMPETITIVE EVENT GUIDELINES

for TELEPHONE TECHNIQUES

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 with some travel in and out of state.

Essential Functions (Major Duties or Responsibilities):

1. Greet customers and ascertain what each customer wants or needs.
2. Describe merchandise and explain use, operation, and care of merchandise to customers.
3. Recommend, select, and help locate or obtain merchandise based on customer needs and desires.
4. Compute sales prices, total purchases and receive and process cash or credit payment.
5. Check to ensure that appropriate changes were made to resolve customers' problems.
6. Determine charges for services requested, collect deposits or payments, or arrange for billing.

Minimum Qualifications (Education and Experience):

Education and experience equivalent to one year of high school in business or a related field, and one year of various public contact experience. Experience with computers and various software applications is required.

Knowledge, Skills and Abilities:

Must be able to organize and prioritize workload; readily accept direction and supervision; and learn new procedures. Must have extensive computer skills including expert knowledge of word processing and database applications using the Microsoft Office suite. Must be able to communicate effectively, provide excellent customer service, and establish and maintain effective working relationships with Department personnel and the public. Must be capable of accepting and working under general supervision and make efficient use of work time with an ability to re-focus on the tasks at hand and meet deadline requirements while coping with frequent interruptions.

Ability to acquire knowledge, within a reasonable period of time on the job, of departmental and work unit policies and procedures; services provided by Jobs for Montana's Graduates; community resources and services provided by workforce system partners; department programs, regulations and policies.

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

Program Manager – IGNITE
RE: [Job Title]
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