

**November 9, 2016**

**CUSTOMER SERVICE ASSISTANT**

**DEPARTMENT: Home Care Region 1 Office**

**FLSA: Non-Exempt**

**UNION: SEIU 73 Clerical**

**JOB POSTING: #17-023 (Exam Request title: Customer Service Assistant)**

Please apply at: <http://dsccl.uic.edu/who-we-are/employment-opportunities-3/career-search/>

**Minimum Acceptable Qualifications are:**

1. High school graduation or equivalent
2. Any combination from the categories below that equals 18 months.
  - (a) Responsible work experience in customer services, public relations, office administration, business and financial operations, healthcare administration or other closely related experience

**OR**

- (b) College coursework as measured by the following conversion table or its proportional equivalent:
  - 30 semester hours equals 1 year (12 months)
  - 60 semester hours equals 2 years (24 months)

**A. FUNCTION**

The position is responsible for performing receptionist duties.

**B. ORGANIZATIONAL RELATIONSHIP**

Reports to the Regional Manager.

**C. WORK ACTIVITIES**

1. Answers main multi-line telephone console and announces calls to the Regional Office staff.
2. Retrieves and electronically distributes messages from voice mail.
3. Processes incoming and outgoing mail and faxes.

4. Greets, announces and directs visitors and maintains a Visitor's Log.
5. Monitors and orders supplies. Responsible for keeping inventory current and reporting to Central Office as required.
6. Acts as liaison with landlord and maintenance providers.
7. Prepares and submits Bi-weekly time sheets.
8. Responsible for maintaining office machines. Keeps printers and copier filled with paper and toner. Monitors and refills postage meter as needed. Reports copy counts and postage usage to Central Office. Maintains shredder and requests repair service when needed.
9. Maintains records and coordinates schedule for use of the state car. Forwards gas receipts, submits odometer readings, tracks mileage and schedules oil changes.
10. Provides support to Care Coordination staff. Receives client referral information from agencies. Prepares client forms, scans and uploads documents and shreds PHI.
11. Provides support for the coordination of Clinics. Maintains clinic spreadsheets and mail merges. Prepares form letters and reports. Packs and un-packs records and materials for clinics.
12. Others duties as assigned.

#### **D. KNOWLEDGE REQUIRED BY JOB**

1. Ability to operate a multi-line telephone console.
2. Ability to record accurate telephone messages.
3. Ability to operate a multi-function (copy/scan/fax) device.
4. Superior telephone etiquette and ability to deal effectively with users, vendors, peers, and management.
5. Verbal and written communication skills.

6. Knowledge of punctuation, sentence/paragraph structure and formatting, grammar and spelling.
7. Ability to keyboard.
8. Ability to proofread.
9. Ability to file alphabetically.
10. Ability to utilize reference guides, manuals, internet searches, etc.
11. Knowledge and experience with Microsoft Word and Excel.

#### **E. POSITION RESPONSIBILITY**

1. Direct and Indirect Supervision Received

This position functions under general supervision by the Assistant Regional Manager. Verbal and written instructions are received from the Assistant Regional Manager.

2. Guidelines Followed
  - a. University of Illinois Policy and Rules – Nonacademic.
  - b. State Universities Civil Service System Statutes & Rules.
  - c. DSCC Administrative Rules, Policies and Procedures.

#### **F. SCOPE OF DUTIES AND RESPONSIBILITIES**

1. Complexity

Accuracy and prioritization are imperative. Ability to communicate under high stress situations. Requires familiarization with a variety of software and data processing programs and with UIC-DSCC procedures.

2. Effect on Others

Position can have a serious impact on others. Accuracy and timely communications are of utmost importance. Strict compliance with UIC-

DSCC confidentiality policy must be maintained with all child-specific information.

## **PERSONAL RELATIONSHIPS**

### **1. Personal Contacts**

Culturally sensitive face-to-face, electronic, telephone, written, or verbal communication occurs with applicants/recipients and their families, Care Coordinators, other care coordination team members, and other agencies and/or professionals.

### **2. Purpose**

Contacts are made for the purpose of clarifying and obtaining correct and accurate information.

## **ENVIRONMENTAL DEMANDS**

### **1. Physical Requirements**

Sedentary work.

### **2. Work Environment**

Work is performed in an office setting.

*The University of Illinois at Chicago is an Equal Opportunity, Affirmative Action employer. Minorities, women, veterans and individuals with disabilities are encouraged to apply.*

*The University of Illinois may conduct background checks on all job candidates upon acceptance of a contingent offer. Background checks will be performed in compliance with the Fair Credit Reporting Act.*