

**TVTC**  
**Customer Service Specialist**  
**JOB SERIES 008**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

*Pay Scale \$14.00 to \$16.00 per hour. TVTC Hourly Position Level 3*

**DEFINITION**

Individuals in this job series are trained in many facets of the TVTC operations and compliance department.

**SUPERVISION RECEIVED AND EXERCISED**

Receives immediate supervision from the Branch Manager.

**ESSENTIAL FUNCTION STATEMENTS** – *Essential duties may include, but are not limited to, the following:*

**Essential Functions:**

1. Assist the operations activity with registration, test proctoring, fit test, drug screen and training activities.
2. Assist with and perform the functions within the TVTC background check activity.
3. Assist with the TVTC's field training activities to include participating in the completion of off-site training and drug screens.
4. Other duties as assigned.

**QUALIFICATIONS**

**Knowledge:**

Basic office procedures, methods and computer applications.  
Principles and procedures of filing, accounting and data entry.  
English usage, spelling, grammar and punctuation.  
Basic arithmetic.

**Abilities/Minimum Qualifications**

Have excellent observational and interpersonal skills.  
Must be detailed oriented, organized and handle detailed paperwork.  
Maintain the utmost confidentiality of company and client information.  
Learn to correctly interpret and apply Company policies and procedures.  
Perform general clerical work including maintaining files and compiling information for reports.  
Type and enter data into the computer at a speed necessary for successful job performance.

Operate standard office machines including a computer.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Sitting for extended periods of time*
- *Operating assigned equipment*

Maintain effective audio-visual discrimination and perception needed for:

- *Making observations*
- *Communicating with others*
- *Reading and writing*
- *Operating assigned equipment*

### **Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### **Experience:**

Some administrative experience including public contact is desirable.

#### **Training:**

Basic Orientation Plus

Orientation of current TVTC registration and client processing system.

Orientation of CQ database and support functions.

Working knowledge of TVTC background check procedures and operations.

Orientation to TVTC customer database and accounting systems.

Trained in drug testing and fit testing procedures.

### **Full Performance Level for This Position**

Operations Multi-Role Technician

### **WORKING CONDITIONS**

#### **Environmental Conditions:**

Office environment; works with computers. Some field work may be required.

#### **Physical Conditions:**

Essential functions require maintaining physical condition necessary for sitting and/or standing for prolonged periods of time.

**Employee Understanding**

I have read and understand the written description of the aforementioned job requirements and essential job duties I have been hired to perform.

I understand that they are not all inclusive and I may be required at times to perform other duties in the organization as the need(s) may arise.

I understand that I may be required to perform these job functions at the TVTC site or at a customer location.

I understand that my job duties may require me to work overtime or to occasionally travel, to include overnight stays on rare occasions.

Employee Signature \_\_\_\_\_

Employee Name Printed \_\_\_\_\_

Date \_\_\_\_\_

HR/Management Signature \_\_\_\_\_

Date \_\_\_\_\_