

Customer Service Representative:

This position is considered temporary and is not eligible for benefits. The incumbent will work no more than 19 hours per week, but must commit to being available for at least 8 hours per week. The position will end when there is no longer a high demand for Flu and/or COVID-19 vaccine clinics.

Employees in this position will provide customer service and specialized information regarding immunizations, including Flu and COVID-19 vaccines. The representative will provide clerical support for District 5 staff members, provide education on District recommendations and programs, and perform office support tasks and greet clients. Upon hiring, candidates will be expected to learn about department programs and services in order to both provide and obtain accurate information, determine eligibility for available services, and refer customer to the appropriate department and/or staff. A high degree of confidentiality is involved in performing work with the public. May involve dealing with hostile or angry individuals.

EXAMPLES OF DUTIES:

Perform a variety of office support functions including answering phones and greeting clients
Scheduling appointments for immunizations
Receiving money for immunizations
Maintaining computerized record keeping systems by adding, deleting, or updating information
Question customers to determine their needs or the purpose of their visit
Provide specialized information regarding services

DESIRED QUALIFICATIONS:

Experience questioning customers to obtain detailed information in a business setting
Experience explaining policies, procedures, or rules
Experience independently handling complaints and upset individuals in a business setting
Experience answering a business telephone and knowledge of business telephone etiquette
Experience reviewing documents and records for accuracy and completeness
Experience accessing data using a computerized records system

PREFERED QUALIFICATIONS:

Fluent in speaking, reading and/or writing Spanish
Ability to perform multiple tasks simultaneously while dealing with continual interruptions
Experience in Microsoft Office products

TO APPLY:

Email your resume to scphd@phd5.idaho.gov with the subject line: "Application for open customer service position".

