

<b>Position Title:</b>	Customer Service Attendant	<b>Code:</b>	Front Desk - LEB
<b>Department:</b>	Early Childhood & Special Education Services (ECSES)	<b>Group:</b>	NISUP, Zone 10
<b>Reports to:</b>	Early Childhood Supervisor	<b>Date:</b>	November 2011

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**PURPOSE OF POSITION:**

To welcome and provide outstanding customer service to all visitors and guests at the Lancaster-Lebanon IU 13 One Cumberland Street facility in a manner that will establish a positive image for our organization.

**ESSENTIAL FUNCTIONS:**

***All job functions are to be executed through the lens of high quality customer service. Customers are defined as both internal and external clients. Examples demonstrative of high quality service may include, but are not limited to, the following:***

- ***prompt responsiveness to inquiries***
  - ***professional and courteous verbal and nonverbal communication***
  - ***proactive problem solving***
1. Greet visitors and guests upon entering the IU 13 lobby in a prompt, genuine, and professional manner. Orient guests to the facility by providing directions to restrooms, office areas, classrooms, etc.
  2. Maintain a business-like atmosphere in the lobby. Ensure that accurate and current information is displayed in the main lobby during business hours. Promptly remove any trash or debris that may have been left behind by visitors, guests, or employees. Periodically align chairs, tables, magazines, etc.
  3. Maintains up-to-date knowledge regarding services and programs offered by IU 13, and appropriate contact information, to provide timely and accurate information to customers with basic inquiries.
  4. Follow IU 13 guidelines concerning safety and security procedures.
  5. Accurately monitor the flow of individuals who use the building including staff, students and visitors, to ensure all persons on the property are accounted for.
  6. Sort and distribute incoming and outgoing mail and deliveries to the building.
  7. Efficiently organize supplies related to front desk/lobby operations and provide timely notification to the person responsible for ordering when supplies run low.
  8. Create, maintain and post a master calendar for the One Cumberland Street facility which includes a weekly schedule of classes, weekly and daily schedule of events and a weekly work schedule for all middle managers who work out of the facility.
  9. Performs basic and routine clerical functions (stapling packets, alphabetizing, collating, etc.).
  10. Responsible for all other assignments and duties deemed necessary and appropriate by the Supervisor. Contribute to the effective team management of all problems, issues and opportunities.

## **MARGINAL FUNCTIONS:**

Marginal Function will vary with the specified assignment and depend on the particular unit function for which the person is responsible.

## **KNOWLEDGE & SKILL REQUIREMENTS:**

**Relevant Experience:** High school diploma or equivalent and a minimum of one - two years successful experience in a customer service environment.

### **Communication Skills:**

- Good listening skills
- Good interpersonal skills
- Ability to speak Spanish a plus.

### **Technology Skills:**

- Basic software programs such as Word and Excel.

### **Other Requirements:**

- Professional appearance and dress.
- Ability to prioritize and work on other tasks during times when customers do not need assistance.
- Ability to simultaneously manage multiple visitors and/or phone calls and stay calm under pressure.

## **MISCELLANEOUS REQUIREMENTS:**

Adheres to the established work schedule through regular and consistent attendance.

## **PHYSICAL/MENTAL/ENVIRONMENT:**

### Physical Demands:

Activities: Sit: 80%  
Walk/stand: 20%

Lifting: Up to 20 lbs. - Lifting of light boxes and office material (unless otherwise noted below)

Vision: Close concentration

Mental Demands: Interpret, analyze and problem solve

Environment: Normal office environment

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