

TEXAS BOARD OF NURSING

Position Description

April 2014

I. TITLE: Customer Service Representative IV (0136)(A15)

II. DEFINITION: Will assist with coordinating the workflow and coverage of the customer service section for agency. Will perform responsible customer service tasks for both internal and external agency customers. Will respond to customer phone and written inquiries within set parameters and time frames. Will be required to research questions and provide answers in a professional and timely manner. Will assist with receptionist, microfilming, imaging, and other document processing duties. Considerable latitude for the use of initiative and independent decision making.

III. QUALIFICATIONS:

A. Personal

1. High degree of personal integrity
2. Self-reliant and exercises good judgement
3. Motivated to accomplish assigned tasks efficiently, effectively and independently
4. Able to communicate respectfully and effectively with co-workers and public
5. Neat in appearance
6. Punctual and good attendance
7. Flexible and able to adapt to change
8. Team oriented to accomplish department's and agency's goals
9. High degree of organization

B. Educational

1. A minimum of an Associates Degree in related field from an accredited college. A bachelors degree preferred.

C. Knowledge, Skills, and Abilities

1. Able to manage large volumes of complex paperwork requiring time-limited processing.
2. Ability to establish and maintain effective working relationships with supervisor, peers, agency staff and external customers.
3. Ability to use and apply data and/or word processing equipment.
4. Ability to compose written business correspondence.
5. Excellent oral and written communication skills.
6. Must have a minimum of five years of customer service experience.
7. Must type a minimum of 30 words per minute.
8. Ability to serve as lead staff member within the division.

IV. WORK SUPERVISED BY: Program Supervisor II - Customer Service

Customer Service Representative IV

V. ESSENTIAL FUNCTIONS:

- A. Will create/maintain activity logs for various licensure actions.
- B. Will assist with the coordination of the work flow and coverage of Customer Service Section.
- C. Will work with the Department Supervisor with problem solving and trouble shooting
- D. Will knowledgeable and respectfully answer phone inquiries from internal and external customers a minimum of four hours per day.
- E. Will answer written inquiries from internal and external customers via letters, e-mail, fax and by phone.
- F. Will assist with receptionist duties including receiving guests for informal hearings, board meetings, licensing inquiries, other state agencies and vendors.
- G. Will process licensure requests for walk-ins.
- H. Will review, prepare, copy and process microfilm documents for internal and external customers.
- I. Will assist agency departments with records retention schedule.
- J. Will assist in training other staff members.
- K. Will research general agency questions and provide results to staff.
- L. Will file documents for other agency departments upon request.
- M. Will assemble and mail applications upon customer requests.
- N. Will assist all agency departments with general clerical duties upon request of the director.
- O. Will stuff and mail licenses.
- P. Will serve as agency "trouble shooter" for time sensitive work situations.
- Q. May serve as department lead staff and assist with supervision.

VI. CONDITIONS OF EMPLOYMENT

- A. Refer to personnel manual
- B. Working Hours will be 8:00 a.m. to 5:00 p.m. time frame.
- C. This position is nonexempt from the Fair Labor Standards Act.