



USC University of
Southern California

Call Center Representative Job Description

JOB INFORMATION

Job Code:	183103
Job Title:	Call Center Representative
FLSA Status:	Non-Exempt
Supervisory:	
Job Family:	Telecommunications
Job Family Group:	Administrative Support
Management Level:	7 Individual Contributor

JOB SUMMARY

This position is responsible for answering, screening and directing incoming and outgoing telephone calls or other communications using a call management system. The Call Center Representative responds quickly and courteously to basic inquiries, registers and posts notes in client records, maintains data, and enters data in a variety of client management computer systems. This position is also responsible for following up on unresolved customer and client inquiries, performing simple maintenance, contacting emergency personnel when necessary, and scheduling and confirming initial and follow-up appointments, as necessary.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		High school or equivalent	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		1 year	
	X	2 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Experience working in a call center or customer service department in a busy environment.
X		Demonstrated interpersonal skills.
X		Basic knowledge of compliance issues in area of specialty.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Ability to multi-task.
X		Knowledge of terminology in area of specialty.
X		Excellent verbal and written communication skills.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Answers, screens and directs incoming and outgoing telephones calls, electronic messages and other web-based communications using a call management system. Transfers telephone calls to the appropriate department or personnel. Arranges conference calls or personnel. Arranges conference calls or third-party calls.				
Uses overhead and text paging system when appropriate. Contacts and distributes messages to personnel using a variety of electronic methods, including text, voice and email systems.				
Responds quickly and courteously to basic inquiries and refers other inquiries to appropriate department or personnel.				
Registers and posts notes in client records. Creates and maintains data and reconciles to client appointment records. Schedules and confirms initial and follow-up appointments, as necessary.				
Enters data in a variety of client management computer systems. Initiates and responds to faxes, emails and on-line messages. Performs basic account maintenance activities.				
Follows up on customer and client inquiries not immediately resolved.				
Notifies emergency personnel, security and authorities following established protocol, as necessary.				
Performs simple maintenance. Keeps equipment operational by following established procedures and reporting malfunctions.				
Provides requested information regarding policies and procedures, terms and programs relating to service area to clients and customers.				
Provides assistance to other departments, as directed.				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
Campus Security Authority (CSA)			Essential:
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties

at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.