



Job Title: Customer Service Officer

Description: Working under the direction of the CSO Supervisor as a full-time Customer Service Officer handling trouble calls, customers' questions, concerns, and complaints, as well as conducting vending services for KAJUR's utilities. The CSO is the face of KAJUR and shall maintain a level of professionalism at all times.

Compensation: Annual Salary from \$8,320.00 -\$10,000 commensurate with experience.

Duties and Responsibilities:

- Vending and verify cash sales and report daily.
- Answer incoming calls and taking trouble calls and issuing out trouble slip to appropriate department.
- Handles customer questions, complaints, and billing inquiries with the highest degree of courtesy and professionalism to resolve customer issues with one call resolution.
- Performs other duties as assigned by management.

Knowledge, Skills and Abilities:

- Minimum Computer literate.
- Ability to communicate effectively
- Ability to operate standard office equipment, including but not limited to computer, telephone system typewriters, calculators, copier and facsimile machines.

Minimum Qualifications:

- High School diploma
- At least (2) years' experience in general office responsibilities and procedures.
- Must be computer literate.
- Knowledge of principles and practices of basic office management and organization.
- Knowledge of the basic principles and practices of bookkeeping.
- Ability to work well either alone or as part of a team.



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|---|------|--|------|
| | | | |
| Employee Signature | | Supervisor's Title | |
| | | | |
| Printed Name | Date | Supervisor's Signature | Date |
| I certify that I have read and understand the responsibilities assigned to this position. | | I certify that this job description is an accurate description of the responsibilities assigned to the position | |
| <p>The above statements are intended to describe the general nature and level of work being performed by the incumbent of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.</p> | | | |

JOB ADVERTISEMENT



Job Title: Customer Services Officers

Job Location: KAJUR, Ebeye

Date Ad Opening: Wednesday, 15 November 2017

Date Ad Closing: Wednesday, 29 November 2017

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- Performs other duties as assigned by management.
- Operate office equipment such as fax machines, copiers, and phone systems, and use computers for spreadsheet, word processing, database management, and other applications.

Qualifications/Experience Requirements:

1. High school diploma or the equivalent
2. Two year experience of prior administrative clerk experience
3. Certain certifications may be required

Remuneration: Depending on qualifications, a competitive salary range is provided for **\$8,350-\$10,000/annum**. A Pension Plan is also available for KAJUR's employees following one (1) year of employment.