



Job Announcement- Customer Service Clerk

Prince George's County Public Schools

Job Title: Customer Service Clerk

Location: Upper Marlboro, MD, US

Organization Name: Payroll Services

Department Description

The Customer Service Clerk performs office and clerical work of limited complexity. An employee in this class is responsible for performing clerical tasks which can be readily learned by training on the job and which requires limited judgment in their execution. Advice is received on unusual work problems and work is usually reviewed or checked upon completion. This position provides support for the Payroll Services staff and requires effective personal communication approaches whether face-to-face, phone or written. The Customer Service Clerk will serve as one of the Payroll Services Office Notary Publics.

Brief Description

This is an ACE/AFSCME, Local 2250 Position - Pay Table 700 - Grade 13

Hourly Range: \$18.95 - \$37.40

CLOSING DATE: September 21, 2023

Detailed Description

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- ❖ Providing prompt, courteous service;
- ❖ Assisting with high volume of callers and visitors;
- ❖ Dispenses factual information of a routine and repetitive nature by phone or by using appropriate form letters;
- ❖ Inputs, updates, and/or retrieves information from automated human resource or payroll systems;
- ❖ Explains insurance coverage and other benefits to customers and assists customers in completing enrollment in benefits programs;

- ❖ Accesses electronic personnel records; researches data to verify employment and salary records;
- ❖ Respects the privacy of others, and maintains the confidentiality of information to which exposed;
- ❖ Routes calls to appropriate staff and/or office; schedules appointments as needed for staff;
- ❖ Correctly assesses customer needs through effective questioning and listening skills in able to complete calls in a timely and accurate manner;
- ❖ Initiates status reports to supervisor or lead worker when delays occur in responding to inquiries;
- ❖ Works closely with customers to assess needs, resolve questions, and teach customers to more efficiently and effectively utilize Oracle Self-Service;
- ❖ Maintains, labels, organizes, rotates required office files and records based on retention guidelines;
- ❖ Forwarding correspondence whether paper, email or voicemail format;
- ❖ Perform simple typing tasks; and

- ❖ Performs related duties as assigned.

Job Requirements

The requirements listed below are representative of the knowledge, skill, and/or ability required.

- ❖ Must be or be willing to become a Notary Public;
- ❖ Minimum of 3 years of general human resources experience;
- ❖ Minimum of 3 years of general payroll processing experience;
- ❖ General knowledge of FLSA, FMLA, LOA laws/rules a must;
- ❖ Minimum of 3 years of experience using extensive knowledge of business practices to respond to customer inquiries and resolve problems;
- ❖ Ability to perform routine and diversified clerical work involving independent judgment;
- ❖ Ability to operate a computer with speed and accuracy;
- ❖ Ability to navigate through multiple computer applications including the worldwide web;
- ❖ Ability to work effectively with constant interruptions and meet scheduled time lines;
- ❖ Ability to multi-task in a high volume setting;
- ❖ Ability to use business telephone, e-mail, written, and face-to-face communication techniques and etiquette;
- ❖ Ability to deal with difficult customers;
- ❖ Good knowledge of English usage, grammar, spelling, punctuation, and vocabulary; and
- ❖ Skill in the use of Microsoft Office tools.

Education Requirements

High school graduate with a minimum of 3 years of office experience with a proven facility in payroll/benefits data entry, customer service, and problem resolution is required. Experience in clerical work with business school training highly desirable which provides the required knowledge, skills and abilities.

Certification Requirements

None required.

Supervisory Responsibilities

No direct supervisory responsibilities.

Physical Demands

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, talk, hear, walk, sit, and use fingers, tools or controls. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl. Specific vision abilities required by this job include close vision such as to read handwritten or typed material, the ability to adjust focus, and depth perception. While performing the duties of this job, the employee may occasionally push or lift up to 25 lbs.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of the job.

Additional Details

Direct Deposit is expected as a condition of new hire employment.

As a condition of employment, all applicants for employment must be qualified to work in the United States without sponsorship by PGCPs. If you are not work-authorized and would require PGCPs to sponsor you for a work visa you will not be considered for employment

How To Apply

To submit an application click [here](#) to apply online.

Please provide three (3) current professional references on resume.

Please complete ALL sections and provide applicable details to ensure full consideration. If you need assistance with submitting your application online, please contact the HR Employee Services Center at 301-780-2191.

Appropriate accommodations for individuals with disabilities are available upon request.