

**POSITION: Customer Service Representative**  
**DEPARTMENT: Circulation**  
**STATUS: Part-time**  
**SALARY: \$11.75 per hour**  
**CLOSING DATE: Open until filled**

RG Media Company/The Register-Guard is accepting applications for a part-time Customer Service Representative. Duties include answering incoming calls, assisting walk-in customers and taking information on starts, stops, layaways, transfers, complaints and other related circulation duties. Position requires an energetic, personable individual who works well with the public with an emphasis on quality customer service.

Applicant must have the ability to work in a fast-pace, high-energy environment and be comfortable handling stressful situations. Applicant must be at least 18 years of age.

The successful applicant will be flexible, available and willing to work assigned shifts as needed. The schedule will consist of three or four shifts per week, averaging 15 – 18 hours, between 5:30 a.m. and 3:30 p.m. Rotating weekend work is required. Hourly rate is \$11.75 per hour.

For application and complete job description please visit <http://projects.registerguard.com/pages/rg-jobs/> **Only those applicants who turn in a completed application will be considered.**

All employment offers are contingent on the results of pre-employment drug screening.

Please, no telephone inquiries regarding the status of your application.

## CUSTOMER SERVICE CENTER REPRESENTATIVE

### GENERAL STATEMENT OF DUTIES:

Receives telephone calls from the public, Circulation employees and contractors, taking information, relaying information where needed and entering various transactions on a computer terminal. Duties may also include making outbound telephone calls to subscribers to verify new starts, vacation pack delivery, service problems, non-payment stops (collection assistance program), carrier surveys, and other retention calls as assigned by the Customer Service Manager. Position will serve as a back up to the dispatch desk and Retention clerk; performs related duties as assigned.

### DISTINGUISHING FEATURES OF WORK:

Under the direct supervision of the Circulation Customer Service Center Manager, answers all incoming calls and takes information on starts, stops, layaways, transfers, service complaints from customers, and other related problems; makes outbound telephone calls to subscribers and carriers regarding service issues, vacation pack verification, non-payment collection assistance, carrier surveys, and other related retention calls; operates a multi-line phone and enters various transactions into a computer terminal; answers all routine questions.

### PHYSICAL REQUIREMENTS:

Position requires the ability to enter data on a computer keyboard requiring continuous movements using upper body extremities, both left and right; to sit for extended periods of time, up to 6 hours excluding break periods.

### RECRUITING REQUIREMENTS:

#### Knowledge of:

- office practices and procedures, spelling and good telephone manners;
- collection procedures and processes.

#### Skill in:

- the use of a personal computer and a multi-line phone;
- good penmanship.

#### Ability to:

- work in a fast-pace, high-energy environment;
- handle stressful situations;
- maintain harmonious and cooperative working relationships with fellow employees;
- learn the operation of specialized office equipment, such as our telephone system, computer software and dispatch system;
- understand and follow oral and written instructions;
- answer calls with a well modulated and pleasant voice and to use good grammatical construction in choice of words;
- type accurately with moderate speed;
- successfully facilitate non-payment collection assistance between subscribers and carriers.

### EXPERIENCE AND TRAINING:

Graduation from a senior high school or G.E.D.; customer service experience preferred. Must be a minimum of 18 years of age.

Continuous and sustained attendance is an essential job function of every position at The Register-Guard.