



VACANCY NOTICE #16-45

TITLE: Customer Service Specialist
Regular, Part-Time
DEPARTMENT: Health & Human Services
SALARY: Dependent on Qualifications
OPEN DATE: September 26, 2016
CLOSING DATE: Open Until Filled

Summary: Responsible for providing customer service to customers in a safe, enjoyable, and positive environment that promotes a good impression and customer satisfaction in accordance with policies and procedures.

Qualification Requirements: High School diploma or General Equivalency Diploma (GED). Must possess a valid driver's license and be insurable through the tribe's insurance carrier. Position is subject to a favorable criminal and motor vehicle background investigation.

Required Knowledge and Skills

Knowledge of:

- Policies and procedures related to clinic operations.
- Correct business English, including spelling, grammar and punctuation.
- Techniques for dealing with the public, in person and over the telephone.
- Basic computer applications related to the work.
- Basic business arithmetic.
- Basic office practices and procedures.
- Basic record keeping practices.

Skill in:

- Determining the nature of a call or visit and recommending appropriate actions or solutions.
- Making accurate arithmetic calculations.
- Performing detailed office support work.
- Maintaining accurate records of work performed.
- Operating standard office equipment.
- Reading and explaining rules, policies and procedures.
- Understanding and following oral and written directions.
- Contributing effectively to the accomplishment of team or work unit goals, objectives and activities.
- Dealing successfully with the public, in person and over the telephone.
- Communicating effectively in oral and written forms.

TO APPLY: Visit our website at www.jemezpuablo.org. Submit a completed tribal application to: Pueblo of Jemez, Attn: Human Resources Office, P.O. Box 100, Jemez Pueblo, New Mexico 87024. Indicate vacancy announcement number on the application. For further information or job inquiries contact the Human Resources Office at (575) 834-7359 or email address: HR@jemezpuablo.org

**** It is the policy of the PUEBLO OF JEMEZ to give preference to qualified Jemez Pueblo tribal members. ****

September 26, 2016

Human Resources Department

P.O. Box 100 • Jemez Pueblo • New Mexico • 87024
(575) 834-7359 • Fax (575) 834-0604