



## VACANCY NOTICE #16-53

**TITLE:** Customer Service Specialist  
**Regular, Full-Time**

**DEPARTMENT:** Senior Center Program, HHS

**SALARY:** Dependent on Qualifications

**OPEN DATE:** November 4, 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.jemezpueblo.org](http://www.jemezpueblo.org). Submit a completed tribal application to: Pueblo of Jemez, Attn: Human Resources Office, P.O. Box 100, Jemez Pueblo, New Mexico 87024, no later than 5:00 p.m. 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@jemezpueblo.org](mailto:HR@jemezpueblo.org)

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

November 4, 2016

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### *Human Resources Department*

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