



PUEBLO OF JEMEZ
JOB ANNOUNCEMENT
2024-101
HEALTH & HUMAN SERVICES
COMMUNITY WELLNESS
CUSTOMER SERVICE SPECIALIST

Position Title:	Customer Service Specialist	Pay Level:	\$15.81 – \$19.77
Position Open Date:	12/27/2024 – Until Filled	Classification:	Non-Exempt
Position Status:	Full-Time	Location:	Community Wellness
Supervisor:	Community Wellness Program Manager		

POSITION 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.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION & EXPERIENCE:

High school diploma or General Equivalency Diploma (GED).

REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:

New Mexico Driver's License
Background Investigation

PHYSICAL DEMANDS & WORKING ENVIRONMENT:

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

Mobility to work in a typical office setting and use of standard office equipment; stamina to sit for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person; agility to perform fitness and cultural activities.

ESSENTIAL FUNCTIONS:

- Acts as a receptionist and/or first level customer assistant and/or answers the telephone; determines the nature of the visit of call; directs callers to the proper office or person or take messages as required.
- Provides information regarding the functions, activities, policies, and procedures of the Walatowa Wellness Center.
- Performs a preliminary check of office equipment to determine the cause of malfunctions; notifies the proper repair staff or service.
- Performs a variety of basic office support duties such as collating materials, proofreading typed or printed materials, and/or typing correspondence reports and other materials.
- Keeps apprised of office activities and functions to communicate this information to the public.
- Uses a computer to verify information and may make simple updates.
- Gives tours of the facility and promotes fitness programs.
- Provides relief and assistance to other areas of the Wellness Center.
- Contributes to the efficiency and effectiveness of the center's service to its members by offering suggestions and directing or participating as an active member.
- Maintains cleanliness and general maintenance of fitness center and fitness equipment within.
- Closes windows, turns off lights, and locks doors to secure facility.
- Effectively enforces wellness center policies and procedures.
- Represents the Pueblo with dignity, integrity, and a spirit of cooperation in all relationships with staff and the public.

REQUIRED KNOWLEDGE AND SKILLS:

Knowledge of:

- Towa language.
- Policies and procedures related to operations.
- Correct business English, including spelling, grammar, and punctuation.
- Basic business arithmetic.
- Basic office practices and procedures.
- Basic record keeping practices.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds, in person and over the telephone.
- Computer applications related to assigned duties and activities.

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.
- Communicating effectively in oral and written form.
- Contributing effectively to the accomplishment of team or work unit goals, objectives, and activities.
- Providing customer services in the most cost effective and efficient manner.
- Using software applications related to assigned functions.

To apply for the position posted, please apply as follows

Send;

Pueblo of Jemez Job Application

To;

humanresources@jemezpueblo.org

Or;

Pueblo of Jemez-Attention Human Resources Department

PO Box 100

Jemez Pueblo, NM 87024