JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Contact Center Representative II

Job Code: 10715

Salary Grade: 16

FLSA Status: Non-Exempt

Job Family: Organizational Administration

Job Subfamily: Customer Service

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Position Summary

Handles complex and escalated calls in a contact center under general supervision. Resolves non-routine customer or patient inquiries, guides less experienced staff, and ensures accurate documentation across call center database systems.

Job Responsibilities

1. Resolves complex and escalated customer inquiries, including heated interactions.
2. Guides less experienced staff on non-routine call handling and contact center procedures.
3. Researches information using specialized call center database systems across multiple service areas.
4. Identifies customer or patient needs, generates applicable forms, and follows up on requests.
5. Enters and maintains accurate call tracking records in the call center database.
6. Participates in ongoing training to maintain current knowledge of contact center policies and procedures.

Minimum Requirements

Required Education & Experience:

- Education: High School or GED
- Experience: 3 years

Required Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Knowledge: Demonstrates solid knowledge of functional processes, systems, policies, and procedures.
- Communication & Collaboration: Communicates information clearly and effectively, including information that may require basic explanation or clarification.
- Problem Solving: Problems are typically of a routine nature but may at times require interpretation or deviation from standard procedures.
- Autonomy: Checks and makes minor adjustments to work methods to solve problems that are routine and typically exist in current work processes and systems.
- Leadership: Primarily an individual contributor with no formal leadership responsibility.

Working Conditions

- Standard office environment.
- Prolonged periods of sitting and working at a computer.
- Frequent use of a keyboard and repetitive motion.
- Occasional lifting of up to 25 pounds.
- May experience periods of elevated workload and competing deadlines.

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