



Senior Contact Center Specialist

Job Code: 7200

Salary Grade: S06

FLSA Status: Non-Exempt

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.

Duties and Responsibilities

Serves as the Senior Information Service Representative and are the point of customer interface at the Call Center and handles the more complicated calls.

- Serves as the initial point of customer contact; identifies the scope of customer needs, answers questions and provides information regarding services.
- Correctly identifies, generates, and mails forms to the customer to apply for services.
- Researches information using specialized database. Maintains accurate call tracking information through the database.
- Maintains level of knowledge and skill needed to complete complicated or heated contact center transactions.
- Participates in initial and on-going training to maintain level of knowledge of contact center and agency policies and procedures.
- Processes and follows up on customer requests.
- Performs related duties as assigned to successfully fulfill the function of the position.

Minimum Qualifications

Education:

Required: High School Diploma or GED.

Experience:

Required: 24 months experience in a call center or front line customer service.

Certifications or Licenses:

- None

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

Knowledge, Skills, and Abilities

- Proficient using a computer and telephone
- Detail oriented for accuracy of data and information
- Ability to communicate verbally and in writing
- Ability to build rapport with the caller
- General office skills such as multi-line phone, copying, filing, faxing, and mail
- Customer service skills
- Strong initiative to solve problems
- Ability to handle stressful, complicated, and heated calls in a professional and calm manner

Working Conditions

Physical:

Sit for prolonged periods. Communicate effectively and listen. Engage in repetitive motion. Use of computer and telephone.

Environmental:

Standard office environment.

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