

## **Customer Service Representative**

### **Reports to**

Sales and Retail Technology Manager

### **Essential Functions**

Reasonable accommodation may be made to enable individuals with disabilities to perform the Assign and essential functions.

1. Improving the technology sales and procedures of the company.
2. Knowledge of Print Center hardware.
3. Understand the production of copiers and how to trouble shoot issues.
4. Knowledge of post offices and how to acquire a PO box.
5. Provide excellent customer service and the ability to assist customers.

### **Competencies**

1. Customer Service.
2. Job Knowledge.
3. Performance Management.
4. Ethical Conduct.
5. Thoroughness.

### **Work Environment**

This job operates in a retail, office setting. This role uses office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. There will be post offices for purchase and office technology products and services.

### **Required Education and Experience**

1. High School Degree or equivalent.
2. Minimum of 2 years of retail and sales in a technology or postal setting.
  1. Position must be within the last 5 years.

### **Pay Rates**

\$17.25 per hour

The Nisqually Post & Print has Native hiring preference for enrolled members of the Nisqually Indian Tribe or other Federally recognized Indian Tribe. Please attach a copy of Tribal ID card with resume.