

**Job Title:** Service Representative  
**Job Family:** Human Resources/Payroll  
**Pay Program:** Classified  
**Prepared/Revised Date:** December 16, 2007

**Job Code:** 060220  
**FLSA Status:** Non-Exempt  
**Pay Range:** G 18  
**Typical Work Year:** 12 months

**SUMMARY:** Responsible for providing receptionist and support services to the Human Resources Department by answering phones, taking messages, directing callers and responding to questions; logging in applications and maintaining applicant filing system; greeting and assisting visitors at the front desk; processing daily mail; overseeing employee files for review; ordering and distributing department office supplies; providing back-up for other department functions; maintaining performance evaluations and lists for District personnel; and processing and inputting payroll sheets.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** *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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Job Tasks Descriptions	Frequency	% of Time
1. Answer phones, take messages, direct callers, respond to questions and assist applicants on the phone with the online application process through the District website.	D	25%
2. Log in all applications, transfers and resumes and distribute to recruiting staff. Maintain the online applicant files and the paper certified, administrative and substitute applicant files by creating folders, labeling, filing and pulling files for administrators.	D	25%
3. Greet and assist visitors at the front desk with forms, questions and the online application process and/or direct them to the proper person or department. Verify employment by phone.	D	20%
4. Maintain performance evaluations for administrative, certified and classified personnel by receiving performance evaluations, logging into Excel, entering into PeopleSoft and entering into the control sheet. Make updates and changes to the Certified Performance Appraisal booklet and distribute to all schools and departments. Prepare list for schools and ESC of Certified and Classified employees to be evaluated each year.	M	10%
5. Open, date stamp, log and distribute Human Resources mail twice daily	D	5%
6. Check in and distribute all Human Resources office supplies.	W	5%
7. Provide assistance and/or back-up for other Human Resources functions such as running reports, answering phones and assisting with applications for the Substitute area; assisting Benefits with open enrollment, checking forms, explaining plans and verifying information; and assisting the department with obtaining information for the Colorado Department of Education report. Entering Certified licenses into PeopleSoft.	M	5%
8. Oversee employee files for review by scheduling an appointment as requested by employee to review his/her file, pulling the file, sitting with the employee as he/she reviews the file, making copies as needed and refilling the file.	W	4%
9. Perform other job-related duties as assigned.	Ongoing	1%
	<b>TOTAL =</b>	<b>100%</b>

**EDUCATION AND RELATED WORK EXPERIENCE:**

- High school diploma or equivalent.
- Minimum of 1 year of general clerical experience.

**LICENSES, REGISTRATIONS or CERTIFICATIONS:**

- Criminal background check required for hire.

**TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:**

- Strong phone etiquette skills.
- Strong customer service and public relations skills.
- Attention to detail.
- Knowledge of or ability to learn comprehensive PeopleSoft system.

- Ability to analyze information and make correct assumptions based on acquired knowledge of appropriate contacts, policies, procedures and guidelines.
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

**MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:**

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of and experience with typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of and experience with time/date stamp machine.
- Operating knowledge of and experience with PeopleSoft preferred; required within 4 weeks after hire entering position.

**REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:**

	<b>POSITION TITLE</b>	<b>JOB CODE</b>
<b>Reports to:</b>	Human Resources Director	3099

	<b>POSITION TITLE</b>	<b># of EMPLOYEES</b>	<b>JOB CODE</b>
<b>Direct reports:</b>	This job has no direct supervisory responsibilities.		

**BUDGET AND/OR RESOURCE RESPONSIBILITY:**

- Responsible for maintaining the copy fund.

**PHYSICAL REQUIREMENTS & WORKING CONDITIONS:** *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

<b>PHYSICAL ACTIVITIES:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Stand		X		
Walk			X	
Sit			X	
Use hands to finger, handle or feed				X
Reach with hands and arms		X		
Climb or balance		X		
Stoop, kneel, crouch, or crawl		X		
Talk				X
Hear				X
Taste	X			
Smell	X			

<b>WEIGHT and FORCE DEMANDS:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Up to 10 pounds			X	
Up to 25 pounds		X		
Up to 50 pounds	X			
Up to 100 pounds	X			
More than 100 pounds	X			

<b>MENTAL FUNCTIONS:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Compare			X	

<b>MENTAL FUNCTIONS:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Analyze		X		
Communicate				X
Copy			X	
Coordinate		X		
Instruct		X		
Compute		X		
Synthesize	X			
Evaluate			X	
Interpersonal Skills				X
Compile		X		
Negotiate	X			

<b>WORK ENVIRONMENT:</b>	<b>Amount of Time</b>			
	<b>None</b>	<b>Under 1/3</b>	<b>1/3 to 2/3</b>	<b>Over 2/3</b>
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Extreme cold (non-weather)	X			
Extreme heat (non-weather)	X			
Risk of electrical shock	X			
Work with explosives	X			
Risk of radiation	X			
Vibration	X			

<b>VISION DEMANDS:</b>	<b>Required</b>
No special vision requirements.	
Close vision (clear vision at 20 inches or less)	X
Distance vision (clear vision at 20 feet or more)	
Color vision (ability to identify and distinguish colors)	
Peripheral vision	
Depth perception	
Ability to adjust focus	X

<b>NOISE LEVEL:</b>	<b>Exposure Level</b>
Very quiet	
Quiet	
Moderate	X
Loud	
Very Loud	