



Gila LLC

*Job Description*

Job Title: Bilingual TXDPS Customer Service Agent		
Department/Division: Customer Service		
Reports to: Supervisor, Customer Service, TXDPS		
Salary Grade: 1		
Revision Date: May 2011		
EEO Job Category:	Type of Position:	FLSA Status:
<input checked="" type="checkbox"/> Administrative Support Workers	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-exempt
<p>Summary of Job:  <i>This job description is intended to describe the general nature and level of work being performed by the individual assigned to this position. Job responsibilities are intended to describe those functions that are essential to the performance of this job. All requirements, however, are subject to possible modification to reasonably accommodate individuals with a disability.</i></p> <p>The Bilingual TXDPS Customer Service Agent answers inbound calls relating to customer questions on the DPS Driver Responsibility Program and payment of their surcharge. Notifies and provides information to customers establishing financial arrangements and answers questions about the repayment process.</p>		
<p>Job Responsibilities:</p> <ul style="list-style-type: none"> <li>• Provides customer service to inbound callers</li> <li>• Other job duties/responsibilities as assigned</li> </ul>		
<p>Education/Experience Requirements:</p> <ul style="list-style-type: none"> <li>• Skills and knowledge required are normally acquired through completion of high school or equivalent work experience</li> <li>• 1 year of telephone experience in a customer service, telemarketing or call center environment</li> </ul>		
<p>Skills and Required Knowledge:</p> <ul style="list-style-type: none"> <li>• Typing of a minimum of 25 words per minute</li> <li>• Data Input Skills of a minimum of 3,000 Alpha and Numeric</li> <li>• Ability to learn and have a comprehensive knowledge of collection steps and goals</li> <li>• Tested on PROVE-IT testing for Computer Navigation</li> <li>• Multitasking</li> <li>• Understand and achieve departmental metrics</li> <li>• Must Speak and Write in Spanish (tested on Prove-IT testing)</li> <li>• Neatness and attention to detail</li> <li>• Ability to communicate clearly and effectively</li> <li>• Ability to improve questioning and listening skills</li> <li>• Ability to learn how to work independently</li> <li>• Patience and tact in working with customers, sometimes in stressful situations</li> <li>• Promptness and accountability</li> <li>• Ability to sit for extended periods of time</li> <li>• Must have dependable transportation necessary to meet the job requirements and schedule</li> <li>• Must have proficient computer skills</li> <li>• Must be flexible in shift hours</li> <li>• Regular attendance during regularly-scheduled business hours</li> <li>• Subject to in-person supervision during working hours</li> <li>• In-person interaction with co-workers and supervisors</li> </ul> <p>Hiring process requires that applicants must be able to pass an extensive background and fingerprinting check. Offer of employment is subject to eligibility requirements defined by the company's TXDPS Surcharges, court fines and client systems delinquencies policy.</p>		

Approval Signature: \_\_\_\_\_