

## JOB DETAILS

<b>Requisition Number</b>	<b>20-0129</b>
<b>Post Date</b>	<b>3/9/2020</b>
<b>Title</b>	<b>Customer Service/Admin Support (SCA)</b>
<b>Work Hours</b>	<b>Standard Office Hours</b>
<b>City</b>	
<b>State</b>	
<b>Description</b>	<b>Summary</b>

Customer Service/Administrative Support personnel are normally the first point of contact for a client. They are responsible for providing basic information, scheduling appointments, and providing administrative support functions.

### **Essential Duties and Responsibilities**

Receive, screen, and direct callers and walk-in customers to the appropriate FFSP staff

Provide general, basic information and referral of customers to military and community resources, utilizing other FFSP staff for more in-depth, complicated requests for information.

Enroll and schedule customers in briefs, workshops, and classes and individual appointments, when not provided through centralized scheduling.

Provide administrative and clerical services

Provide a variety of administrative and clerical support functions, e.g., finalizing official correspondence, preparing military messages, making travel arrangements, distributing mass mailings, managing files, taking messages for staff

Ensure that information and referral services provided are entered and counted in FFSMIS

Provide a variety of Counseling and Advocacy Program administrative support functions, e.g., preparing and finalizing official correspondence, data entry, attending and taking minutes at meetings, scheduling appointments, screening and directing potentially distraught and/or difficult callers or walk-in clients, managing files, maintaining referral and community resource directories

Knowledge of basic customer service skills

Ability to handle multiple tasks and determine priority of tasks

Strong verbal and written skills

Possess a general knowledge base of community and military resources

Ability to follow directions carefully and understand complex protocols

Ability to create meeting minutes, prepare correspondence, and conduct accurate data entry into required data systems

Knowledge of military lifestyle and military ranks and organizations

## **Required Education and/or Experience Qualifications**

High school diploma or GED  
Experience working with computers and office automation software

## **Preferred Qualifications**

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Adaptability - Adapts to changes in the work environment;

Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service ; Responds to requests for service and assistance; Meets commitments.

## **Other Skills and Abilities**

This position requires access to U.S. Government facilities and systems.

U.S. Citizenship, a valid driver's license, transportation, and auto insurance are required.

## **Competencies**

To perform the job successfully, an individual should

demonstrate the following competencies :

**Ability to work both independently and as part of a team.**

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

**Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

**Physical Demands:** Works in office areas. Sits, stands, bends, lifts, and moves intermittently during working hours. Uses personal computer, telephones, copiers, printers and other office equipment. The employee must occasionally lift

and/or move up to 10 pounds.

**Work Environment:** The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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The contractor will not discharge or in any other manner discriminate against employees or applicants because they have inquired about, discussed, or disclosed their own pay or the pay of another employee or applicant. However, employees who have access to the compensation information of other employees or applicants as a part of their essential job functions cannot disclose the pay of other employees or applicants to individuals who do not otherwise have access to compensation information, unless the disclosure is (a) in response to a formal complaint or charge, (b) in furtherance of an investigation, proceeding, hearing, or action, including an investigation conducted by the employer, or (c) consistent with the contractor's legal duty to furnish information. 41 CFR 60-1.35(c)

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