



**Board of Education of the City of St. Louis**  
**CAREER OPPORTUNITY**

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| <b>Position Title:</b>         | Customer Service Representative |
| <b>Payroll/Personnel Type:</b> | 12 Month                        |
| <b>Reports to:</b>             | Human Resources Generalist      |

**Position Summary:**

The Customer Service Representative is responsible for the administrative support of day-to-day human resource operations. This role involves assisting employees and customers in obtaining information, completing human resource transactions, and onboarding new employees into the district.

**Essential Functions:**

- Perform customer service functions by answering employee requests and questions
- Assists prospective candidates in completing online employment applications
- Perform a wide range of duties relative to the scanning, processing, and maintenance of physical and electronic personnel records and reports
- Assist with new-employee orientations
- Meet with new (and returning) employees to complete hiring actions in HR systems and collect required documentation
- Update HRIS database records and process paperwork for new hires, terminations and other status changes
- Complete I-9 for new hires and maintains I-9 records
- Submit the online applicant investigation requests and assist with new employee background checks
- Create new employee personnel files and file papers and documents into appropriate employee files
- Responds to reference checks and verifications of employment status
- Maintains high standards of confidentiality of all employee records and information
- Conduct audits of various payroll, staffing or other HR programs and recommend any corrective action to supervisors
- Assists in organizational training and development efforts
- Accompanies HR leaders on school/department visits as requested
- Assists employees and supervisors with basic interpretation of HR policies and procedures
- Interacts with and supplies information to job applicants, employees, department heads, and public and private agencies
- Provides clerical and operational support to human resource staff
- Participates in administrative staff meetings and attends other meetings and seminars
- Performs other duties as required

**Knowledge, Skills, and Abilities:**

- Ability to read and interpret documents such as standard operating instructions and procedure manuals
- Ability to communicate ideas and information very clearly and concisely
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions



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- Ability to key data into software systems efficiently and accurately
- Ability to create and maintain basic spreadsheets, databases, and word processing documents

**Experience:**

- A minimum at least four years of customer service (required)
- Experience working in the human resource field (preferred)
- Ability to read and interpret documents such as standard operating instructions and procedure manuals
- Ability to communicate ideas and information very clearly and concisely
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions
- Ability to key data into software systems efficiently and accurately
- Ability to create and maintain basic spreadsheets, databases, and word processing documents

**Education:**

- Bachelor's Degree (required)
- aPHR, PHR or SHRM-CP (preferred)

**Physical Requirements:**

- Must be physically able to operate a motor vehicle
- Must be able to exert up to 10 pounds of force occasionally, and/or a negligible amount of force constantly to lift, carry, push, and pull or otherwise move objects, including the human body
- Light work usually requires walking or standing to a significant degree

**Working Conditions and Environment:**

- Work is routinely performed in a typical interior/office environment
- Very limited or no exposure to physical risk

**Disclaimer:**

The information contained in this job description is for compliance with the Americans with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individuals currently holding this position and additional duties may be assigned.



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**Review/Approvals:**

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date

***In connection with hiring for this position the district shall not discriminate against any employee or applicant for employment because of race, religion, color, sex, sexual orientation, age, disability, veteran status or national origin.***