Customer Service Rep

QUALIFICATIONS
1. Hold a valid driver's license if travel between locations is required
2. Professional in appearance and behavior
3. Excellent customer service and behavior
4. Above average computer skills with the ability to conduct basic troubleshooting on hardware and software
5. Ability to perform the core functions of the enrollment process
6. Strong organizational, written, and verbal communication skills
7. Professional attitude and manner
8. Ability to relate well to staff, volunteers, and visitors to the agency
9. Flexibility and dependability,

EDUCATION
A minimum of a high school degree

POSITION JOB POSITION
The primary job function of the EA is to capture biometric data including electronic fingerprints according to the requirements of Attachment A, SOW. The EA will verify the applicant's identity documents to ensure they are valid and match the individual. The EA will adhere to all privacy and security laws as reviewed in training to ensure the protection of customer information. They are expected to deliver exceptional customer service during the enrollment process. Additional responsibilities include, but are not limited to, supporting the IDEMIA Operations and Management teams, and conducting other administrative duties as needed to support program requirements.

POSITION REQUIREMENTS
1. Enrollment Agents staffed for this program shall perform services as follows:
2. View and print appointment schedule using web-based applications
3. Verify identity of and enroll employee/applicant, scan documents, and capture biometrics using the computer
4. equipment provided in accordance with program requirements
5. Transmit applicant information and fingerprints
6. Provide reports to IDEMIA as might be reasonably requested
7. Interface with the helpdesk to resolve technical difficulties
8. Monitor performance to ensure operational requirements and metrics are being met
9. Implement process improvements as needed
10. Enrollment Agents will possess, at a minimum, the following attributes and qualifications. Enrollment Agents must also
11. meet Background Check Requirements, as specified in Section 8.A). of the Agreement.
12. Hold a valid driver's license if travel between locations is required
13. Professional in appearance and behavior
14. Excellent customer service skills, including problem resolution
15. Above average computer skills with the ability to conduct basic troubleshooting on

hardware and software
16. Ability to perform the core functions of the enrollment process
17. Flexibility and dependability

SUPERVISION
1. Reports to the Customer Relations & Enrollment Team Lead