



JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Job Description **Consumer Protection Division** **Telephone Position**

Telephone Representative is responsible for answering incoming calls on the main line for the Attorney General's Consumer Protection Division.

Qualifications:

- Professional telephone demeanor
- Excellent oral communication skills
- Excellent reasoning and listening skills
- Ability to maintain reliable and regular attendance
- Be accurate with numbers and spelling
- Be able to handle difficult calls calmly and courteously

Essential Duties:

- Answer incoming calls promptly, courteously and professionally
- Maintain pleasant attitude with each call
- Work scheduled hours with punctuality
- Accurately document each call
- Route calls to correct agency or individual
- Print labels and prepare mailings to consumers

Additional Duties:

- File consumer folders numerically
- Open incoming mail, date stamp and distribute to appropriate mailboxes
- Send faxes and make copies of documents when required

Physical Requirement:

- Must be able to sit at designated workstation for extended periods of time
- Use an operator's headset while at the workstation
- Be able to type information into database forms