



Example of Office Representative Job Description

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Our company is growing rapidly and is searching for experienced candidates for the position of office representative. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

Responsibilities for office representative

- Process requests through STARS – Service Tracking and Reporting System
- Support of CoB for CD creation for GTS Controlled Disbursements
- Monitor and submit all metrics reporting via Grand Central
- Track projects and create updated flows for the online support efforts
- Understanding of how the team interacts with others in accomplishing the objectives of the area
- Specialized functional area skills and basic knowledge including underlying professional/technical principals or standards
- Understanding the importance to the client and business in meeting service levels
- Ensure compliance all client Information Technology Policies and Standards
- Provide individual customer service to answer student questions regarding account activity including account payments, balances, reconciliations, corrections to student's accounts, 1098T and tax reporting inquiries
- Assist students, families, and departmental personnel with inquiries in person, over the phone, and via email

Qualifications for office representative

- Proficiency in computer skills preferred
- Ability to perform routine and some complex functions of various equipment and systems (fax, scanner, metering, stamping, tracking systems, photocopying, color copying)

- Some knowledge of metering, weighting, logging and other shipping procedures preferred
- Capable of understanding the general and detailed aspects of the job and their practical applications to problems and situations ordinarily encountered
- Thorough knowledge of all metering, weighting, logging and other shipping procedures