

## Customer Service Representative I Northeast Region

Job # 10449521

ValleyWorks Career Center will be pre-screening for the  
Massachusetts Department of Transportation's  
Customer Service Representative

**Slots are limited**

**You Must register to attend an individual pre-screening!**

**Call Today to Reserve a Seat!**

**Call ValleyWorks Career Center at 978.722.7000**

### **Dates/Times/Locations:**

#### ◆ **Monday, May 14th**

Times: (8:30am, 9:30am, 10:30am, 1:00pm, 2:00pm, 3:00pm)

ValleyWorks Career Center - Lawrence

255 Essex Street, Lawrence, MA 01840

#### ◆ **Thursday, May 17th**

Times: (8:30am, 9:30am, 10:30am)

ValleyWorks Career Center - Lawrence

255 Essex Street, Lawrence, MA 01840

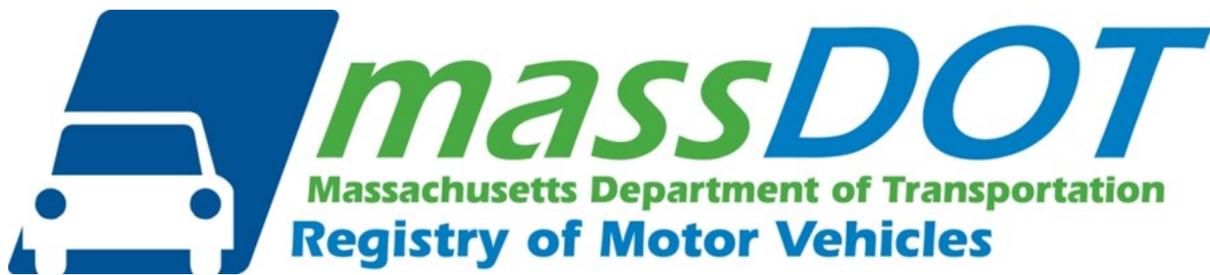
For additional information review the reverse side:

Duties Include, Preferred Qualifications, Minimum Entrance Requirements, Working Conditions, Pre-Hire Process, Service Center Locations

**Please note this position may require the ability to travel  
to various MASSDOT facilities across the Commonwealth**



**Pre-Screening**



## Hiring for Customer Service Representative I Northeast Region

### Duties Include:

Interacts with customers to respond to inquiries and complaints. Determine customer's purpose, assesses readiness, and directs to appropriate line or automated services Kiosks. Communicates with internal and external contacts throughout a variety of means such as telephone, mail, e-mail, fax or in-person. Using computer terminals, photo imaging software, vision instruments, automatic testing devices and other equipment. Ensure appropriate confidentiality and security of information. Collects fees (cash or check) and performs credit card transactions. Authorizes or denies sales tax exemptions. Verify customer has correct forms/applications, supporting documents, and acceptable payment and steps necessary to accurately complete forms. Schedule road examinations. Prepares, process and amends documents reconciling information in accordance with agency policies and maintaining Register of Motor Vehicle filing system. Providing information of the Register guidelines, requirements.

### Preferred Qualifications

Fluent Bilingual, Spanish/English. Exercising discretion in handling confidential information. Communicate clearly in written or verbally and listen effectively. Deal patiently with problems and complaints. Follow guidelines and procedure. Utilize computers. Work efficiently in stressful situations; maintain composure when working with angry or confused customers; maintain efficiency in an office with high volume customers. Solid knowledge of the principles and practices of quality customer service. Communicate with individuals from diverse backgrounds.

### Minimum Entrance Requirements:

Applicants must have at least one year of full-time or equivalent part-time, experience in a position, the major duties of which include, cash handling and working directly with customers; or experience providing information to customers or the general public on services, procedures and requirements, which include entering or retrieving data using computer systems.

### Working Conditions:

Work indoors in an office setting. Noise level is moderate. Exposed to verbal confrontations. Prolong sitting and repetitive motions performed answering phone and working on computer. Occasionally required to lift, carry, push or pull up to 25 lbs. Work assignments may be performed with or without reasonable accommodation to a known disability.

### Pre-Hire Process:

Upon a conditional offer of employment, applicants must agree to and successfully satisfy: (i) a comprehensive name-based and fingerprint-based background check; (ii) an employment reference check, and (iii) a satisfactory review of driving records to be eligible for this position.

### Service Center Locations:

Lawrence, Haverhill, Wilmington, Revere, Boston, Roslindale

**This position may require the ability to travel to various MASSDOT facilities across the Commonwealth.**