

AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES
Affiliated with AFL-CIO
80 F Street, NW, Washington, DC 20001

MEMORANDUM: Human Resources/Vacancy #4

DATE: February 9, 2023

TO: ALLEMPLOYEES
National Headquarters and District Offices

FROM: Everett B. Kelley *Everett B. Kelley CB/DC*
National President

SUBJECT: Vacancy Announcement – Customer Service Representative, G-8/9, National President’s Office

The purpose of this memorandum is to advise you that a vacancy exists for the position of Customer Service Representative in the National President’s Office, effective immediately.

Selection to fill the vacancy will be made according to the National Executive Council's policy on hiring.

Official Station: National Office

All interested applicants **must submit resume to:** jobs@afge.org. Attention: Vacancy Announcement #4 to the Human Resources Department. Expressions of interest from **(internal candidates)** must be received by the close of business on Thursday, February 16, 2023.

cc: National Executive Council
Finance Department

FOR BULLETIN BOARD POSTING
NOT TO BE REMOVED
(ADDITIONAL COPIES OF THIS POSTING MAY BE OBTAINED FROM
THE AFGE CAREER WEBSITE)

POSITION DESCRIPTION

American Federation of Government Employees (AFGE)

Department:	National President's Office
Location:	National President's Office
FSLA Classification:	Non-Exempt
Position Title:	Customer Service Representative
Date of Revision/Creations:	12/20/2022

CLASSIFICATION: Customer Service Representative, G-8/9

I. INTRODUCTION

The National President's Office is the core of AFGE at the National Headquarters. The Customer Service Representative is a key monitor and facilitator of communications and activities within the National President's Office. This position is critical to demonstrating a professional, service-oriented organization for those we represent, and they are often the first voice members and prospective members will hear when interacting with the National President's Office. This position will report to the National President.

II. DUTIES AND RESPONSIBILITIES

- Monitor and answer AFGE's primary phone lines including the main headquarters line, national benefits hotline, and National President's Office main line.
- Monitor and answer AFGE's main member assistance mailbox.
- Respond to members questions or direct them internally to the appropriate individual to respond to their request.
- Maintain a log of all requests made both telephonically and in writing including the nature and resolution of all requests.
- Provide regular reports on resolution of all requests to ensure appropriate follow-up actions are taken across the Federation.
- Perform general administrative services within the National President's office including receiving guests, processing incoming/outgoing mail, typing, filing documents, performing research, scheduling meetings, ordering supplies, preparing/staffing events, and taking notes upon request.
- Other duties as assigned.

III. WORK ENVIRONMENT

Work is generally in an office setting, with occasional telework. Periodically long hours are required. Employee experiences constant interruptions and inflexible deadlines. The noise level in this environment is quiet to loud. Duties are performed primarily indoors.

IV. QUALIFICATIONS

- 1) High school graduate or proven educational equivalent.
- 2) At least two years-experience in a receptionist, administrative, or secretarial role.
- 3) Ability to complete data entry into the system at a minimum of 50 words per minute with a high degree of accuracy.
- 4) Basic knowledge of Microsoft Word and Excel.
- 5) Must possess attention to detail and can review own work and detect errors.
- 6) Must possess the ability to use sound judgement and make good decisions.
- 7) Strong oral and written communication skills.
- 8) Must be a team player and customer service oriented with the ability to communicate with various levels of internal and external customers, including officers, managers, employees, locals, and vendors.
- 9) Ability to perform word processing duties, typing, and other clerical assignments, as directed. Demonstrate proper application and use of word processing equipment.
- 10) Ability to meet and deal with the public, Federation officials, government officials, and co-workers by telephone, and in person, in a helpful and courteous manner.
- 11) Knowledge of correct English usage, grammar, and possess good spelling skills.
- 12) An interest or familiarity in, and loyalty to, the labor movement.

V. STATEMENT OF DIFFERENCES

- Candidate can be promoted to G-9 when they have demonstrated the ability to fully perform the duties satisfactorily described at G-8 level after completing one-year employment.

VI. PHYSICAL DEMANDS OF THE POSITION

- Employee must be able to work in a stationary position for extended periods of time.
- While performing the duties of this job, the employee is regularly required to communicate information by communicating on a telephone and/or telephone conference call. Must be able to understand questions posed by members and exchange accurate information with them.
- Ability to look a computer screen and operate a computer for long periods of time is required.
- Employee must be able to lift 20lbs on rare occasions.

VII. EEO STATEMENT

AFGE provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, genetic information, pregnancy, marital status, sexual orientation, personal appearance, gender identity and/or gender expression. In addition to federal law requirements, AFGE complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.