



Customer Service Specialist 1

Unit: Facilities/Work Control Center

OUR MISSION... To provide a clean, comfortable, and safe environment on Capitol Hill.

The Georgia Building Authority (GBA) is responsible for all services associated with the management of 36 buildings and various facilities located in the Capitol Hill Complex in Atlanta, Georgia, including the Georgia State Capitol building and the Governor's Mansion in northeast Atlanta. GBA provides maintenance, renovations, housekeeping, landscaping, food service, event catering, recycling, parking, and building access services to state employees housed in GBA-managed facilities.

Job Information

Job Type: FULL-TIME

Number of Vacancies: 1

Pay Grade: SWD 08

Hiring Salary Range: \$18,549.39 - \$22,307.23

Location: Atlanta, GA

Opens: March 7, 2013

Closes: March 14, 2013
(Must be received by 5 p.m.)

Obtain the detailed job description or applicants who require accommodations for the application process should contact

404-463-5658 or e-mail

hr-email@spo.ga.gov

GBA will attempt to meet reasonable accommodation request whenever possible.

INTERESTED? Here's What You Need:

Email **resume** in Microsoft Word/PDF format to hr-email@spo.ga.gov

To ensure proper routing/handling of your credentials, copy/paste or type the following in the subject line of your email: [**Customer Service Specialist 1**](#)



Website: www.gba.ga.gov

Position Overview

Duties: Under close to general supervision, provides first level support to customers by answering questions and isolating problems. *(This position requires long hours at a desk using office equipment to include but not limited to: office telephone, computer, communication devices and other office supplies).*

Qualifications (Agency Specific): High school diploma or GED and Two (2) years of experience in a customer service or call center environment utilizing computer software applications to process orders and invoices for technology-related products and services at a level equivalent to a customer service specialist.

Competencies: Strong written, verbal and customer service skills; ability to collect and organize information; ability to plan and prioritize work. Ability to initiate, compose and accurately type correspondence and administrative documents. Must be a team player with initiative and flexibility. Proficient in the use of Microsoft Office.

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If applying for a position that requires a degree, an official college transcript must be furnished. Only educational credentials from an accredited institution will be considered. GBA will select the most qualified applicants for an interview; only those selected for interviews will be updated on position status.

The selected applicant must furnish the required documentation authorizing work in the United States as well as pass a criminal background investigation and drug screening.

Due to a large volume of resumes received by this office, we are unable to provide information on your resume status over the telephone. No notifications will be sent to applicants except to those who are selected for interviews.

This position is subject to close at any time once a satisfactory applicant pool has been identified.

