



Customer Service Specialist 2

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

Unit: Facilities – Work Control

Hiring Salary: \$26,672.14

Location: Atlanta, GA

Opens: June 17, 2016

Closes: June 27, 2016

(Must be received by 5 p.m.)

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

404-463-5664 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 2](#)



Website: www.gba.ga.gov

Position Overview

Duties: Under general supervision, receives and analyzes moderately to highly complex customer orders for services, reported maintenance items, building operations, and preventative maintenance items.

Minimum Qualifications (Agency Specific):

High school diploma or GED. Two 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 and six (6) months of experience as a lead worker directing the work of others, individually, or in a team setting. Must have a valid Georgia Driver's License and meet the agency's requirements to be an authorized driver.

Competencies (Agency Specific):

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.

