



# Customer Service Representative 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   |
|---|
| <b>Job Type:</b> Full Time  |
| <b>Number of Vacancies:</b> 1   |
| <b>Unit:</b> Facilities – Work Control                                    |
| <b>Pay Grade:</b> G   |
| <b>Hiring Salary Range:</b><br><i>Salary Commensurate with Experience</i> |
| <b>Location:</b> Atlanta, GA  |
| <b>Opens:</b> July 31, 2018   |

**Closes:** Open until Filled  
**This position is subject to close at any time once a satisfactory applicant pool has been identified.**

To 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](mailto:hr-email@spo.ga.gov)

*GBA will attempt to meet reasonable accommodation requests whenever possible.*

### INTERESTED? Here's What You Need:

Email **resume** in Microsoft Word/PDF format to [hr-email@spo.ga.gov](mailto: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 Representative 2](#)**



**Website:** [www.gba.ga.gov](http://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 and three (3) years of experience in a customer service or call center environment utilizing computer software applications. Must have a valid Georgia Driver's License and meet the agency's requirements to be an authorized driver.

**Preferred Qualifications (Agency Specific):** In addition to meeting the minimum qualifications, applicants that possess the following:

- Associate's degree with two (2) years of experience in a customer service or call center environment utilizing computer software applications.

**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.

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.**

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GBA is an Equal Opportunity Employer and does not discriminate on the basis of color, race, national origin, age, sex, religion or disability.

