

## **Electronic Services Assistant – Job Description Summary**

Delivers high-quality service to internal and external customers. Work is performed under close supervision and/or according to established procedures and methods. Assists in duties related to maintaining the organization's Electronic Services Department, including data entry, recordkeeping, responding to customer inquiries and maintaining records and files. Responsible for accuracy and timeliness of reports, resolution of problems, and contact with customers as needed.

The complete job description covers the following topics:

- Essential duties and responsibilities
- Performance standards
- Qualification requirements
- Education and experience
- Language skills
- Mathematical skills
- Reasoning ability
- Other skills and abilities
- Physical demands
- Work environment