

Electronic Services Resource Clerk – Job Description Summary

Provide outstanding service to organization team members and customers. Responsible for the support of the Electronic Services (ES) staff activity, conducting research on customer accounts and other clerical duties as outlined below. Handles customer questions and assists with customer inquiries in resolving electronic account related problems.

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