

Position: Customer Service Agent
Location: Branch as Assigned
Reports to: Branch Manager/Regional Manager
Status: Non-exempt
Functions: Client Transactions



PRIMARY FUNCTIONS:

Conduct vehicle and personal identification-based transactions for UMV LLC (UMV) clients utilizing exceptional customer service techniques while meeting UMV productivity, sales and quality goals.

DUTIES AND RESPONSIBILITIES:

Training:

- Gain familiarity and expertise on Standard Operating Procedures for transactions involving registrations, titles, IDs and driver's licenses and any additional transactions authorized by management.
- Develop an understanding of company policies and procedures and Alaska State DMV regulations and laws.
- Complete assigned training within allotted timelines.
- Attend and actively participate in assigned training sessions and assignments.
- Actively seek opportunities to gain expertise and train on additional transaction types.

Processing:

- Provide prompt, accurate, professional, knowledgeable, and courteous customer service.
- Complete transactions while meeting or exceeding UMV and State of Alaska DMV accuracy standards.
- Meet or exceed individual and branch productivity and sales goals.
- Maintain an accurate point of sale system and accountability of individual inventory and supplies.
- Review personal and other employee's batch work daily and make all needed corrections.
- Verify personal batch uploads and ensure all discrepancies are corrected.
- Ensure workstation is set up and ready to assist clients at the start of the shift.

Compliance:

- Present oneself with a professional, businesslike image to clients, visitors and the community.
- Comply with all UMV policies and procedures to include, but not limited to, attendance, time off and hours worked.
- Complete transactions in compliance with all Alaska State regulations and laws and UMV policies.
- Ensure workspace and office is well maintained, clean, and secure.

Additional Duties:

- Be available for staff meetings.
- Perform other duties as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

- Possess well-developed interpersonal and communication, verbal, and written skills including active listening.

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- Service-oriented with positive customer service skills and able to resolve customer grievances.
- Highly detailed with critical thinking and organizational skills.
- Ability to type 40 wpm or more.
- Must be highly motivated with the ability to function independently and as a team member.
- Ability to multitask and prioritize responsibilities in an effective and efficient manner.
- Skilled problem solver, analytical thinker, and decision-maker.
- Outstanding integrity, solid moral judgment, and the ability to make important decisions under pressure.
- Proficient computer skills with the ability to learn new software.

- **PHYSICAL REQUIREMENTS:**
- Able to stand and stoop for prolonged periods.
- Able to lift 50 pounds on a regular basis.