



Michael Watson
SECRETARY OF STATE

**Secretary of State's Office
Customer Service Representative
Business Services Division**

- Customer service call center duties.
- Reviews and files records submitted by customers into various electronic database systems.
- Examines and evaluates business entities, Uniform Commercial Code and other corporate records for accuracy and conformity to statute and determines whether document is to be filed or rejected.
- Assists customers requesting information on any filed, pending or rejected documents. As needed, explains procedures and forms associated with such filings primarily via the telephone, but also through written correspondence, e-mail or other media. This requires the staff member to utilize a variety of computer databases, microfilm, electronic and archived records. In specific cases, the staff member refers customers to federal, state and local agencies and should possess a comprehensive understanding of the functions of government.
- Ability to work under deadlines and daily quotas.
- Proficiency in Microsoft Word and ability to learn new software is important.
- Ability to handle pressure in a fast-paced environment; ability to handle a variety of tasks simultaneously; ability to work well with others in a team environment; ability and desire to provide high level of customer satisfaction.
- Assists customers in the first-floor office/lobby of the Secretary of State's Office. This requires excellent interpersonal skills and a professional demeanor and appearance. It also requires interaction with staff members from other divisions of the Secretary of State's office and an understanding of the functions of those other divisions.
- Customer service experience preferred, particularly call center experience.
- Candidate should possess customer service skills, typing/data entry; math, English, computer skills and ability to learn specific knowledge of corporate laws and UCC filing requirements.
- Ability to complete special projects as assigned.