



## **1.0 INTRODUCTION**

The purpose of this job description is to establish the authority, duties, reporting relationships, and responsibilities for the position of the Tyndall AFB Front Desk Customer Service Representative (FDCSR).

## **2.0 FUNCTIONAL ROLE**

The Tyndall AFB Front Desk Customer Service Representative (FDCSR) provides high/in-depth quality customer service, intake, and referral for A&FRC clients and for the base to have a primary focal point service and activities. They will assist A&FRC staff in providing a full range of readiness information in the following areas: spouse employment, relocation, family life information, transition assistance, financial assistance, and family readiness.

## **3.0 REQUIREMENTS**

Education:

- Requires a high school diploma or its equivalent.

Experience:

- Minimum of two years of work experience in a position associated with customer service.

Must have working knowledge of software applications such as Microsoft Word, Excel, Power Point, Internet, Outlook in order to input lists, records, or other data points into electronic format.

Knowledge of Microsoft Office Professional Suite (building Power Point presentations, creating/maintaining Excel spread sheets and Word documents).

Acquainted with event planning and military protocol, possess good customer service and interpersonal skills, execute discretion, good judgment, time management, and have the ability to work independently. T

Familiar with standard concepts, practices, and procedures within a customer support and business environment.

Speak, write, and understand the English language fluently in a social service environment.

## **4.0 REPORTING RELATIONSHIP**

This contract is a non-personal services contract under which the employee rendering the services is not subject, either by the contract's terms or by the manner of its administration, to the supervision and control usually prevailing in relationships between the government and its employees. The FDCSR works under the supervision of the Chief of the Airman and Family Readiness but reports directly to the Sygnetics Program Manager.

## **5.0 ESSENTIAL DUTIES/ RESPONSIBILITIES**

- Provide the Airman & Family Readiness Center (AFRC) with customer service support services to include front desk reception duties, connecting all military members, civilian employees, retirees and family members to appropriate resources and scheduling customer appointments as necessary to address their needs.
- Follow-up with customers to ensure their needs are being addressed. Contractor will ensure appropriate tracking and reporting of services in the Air Force Family Integrated Results and Statistical Tracking (AFFIRST) database.
- Open the A&FRC Front Desk.
- General Office Duties
- Computer Management
- General Client Services
- Document accountability statistics and resource use
- Attend and record weekly A&FRC staff meetings to ensure compliance with agency vision, mission.
- Administer timely and accurate input of congressionally mandated documentation for the Transition Assistance Program (TAP)