



**Job Title:** Customer Service Representative  
**Department:** Test Delivery  
**Reports To:** Director of Candidate Services  
**FLSA Status:** Non-Exempt

### **Summary**

The Customer Service Representative is responsible for providing exceptional customer service and call center support to clients, proctors, and candidates. The requirements listed below are representative of the knowledge, skill, and/or ability required to be successful in this role.

**Essential Duties and Responsibilities** include the following, other duties may be assigned.

- Manages incoming calls and emails to the general lines and inboxes
- Assists Account Managers with eligibility review, registration, data entry, application processing, and mailings
- Cross-trains on all departmental accounts in order to support team members
- Provides technical and administrative support to clients, proctors and candidates using Castle's online systems
- Corresponds with clients and candidates by phone, e-mail, letters, etc.
- Responds to client, candidate, and Castle employee requests accurately and promptly
- Assists with managing Castle's front desk as needed
- Assists other departments and team members as needed

### **Qualifications and Experience**

- High school diploma or general education degree (GED); and 2+ years related experience and/or training; or equivalent combination of education and experience

### **Skills and Abilities**

- Exceptional customer service skills including experience in managing difficult or emotional customer situations
- Outstanding written, verbal, and interpersonal communication skills
- Must possess problem-solving, time-management, planning, and project-management skills
- Strong technical skills including proficiency in Microsoft Office software, general knowledge of web-based applications, and basic understanding of various internet browsers and operating systems