



**NOW HIRING
CUSTOMER SERVICE REPRESENTATIVES**

**To review the complete Job Description and Qualifications
click on the link below:**

Customer Service Representatives, *MassJobQuest #10449563*
<http://jobquest.detma.org/jobquest/JobDetails.aspx?jo=10449563>

**The Career Center's Listed below will be pre-screening for the
Massachusetts Department of Transportation's
Customer Service Representatives**

Call for Directions or Hours of Operation

**Fall River Career Center
446 North Main Street
Fall River, MA 02720
508-730-5000**

**Plymouth Career Center
36 Cordage Park #200
Plymouth, MA 02360
508-732-5399**

**Taunton Career Center
72 School Street
Taunton, MA 02740
508-977-1400**

**Careerworks
34 School Street, #2
Brockton, MA 02301
508-513-3400**

**Attleboro Career Center
95 Pine Street
Attleboro, MA 02703
508-222-1950**

**New Bedford Career Center
618 Acushnet Avenue
New Bedford, MA 02740
508-990-4000**

**Career Opportunities
372 North Street
Hyannis, MA 02061
508-771-5627**

Duties Include:

Interacts with customers to respond to inquiries and complaints. Determine customer's purpose, assesses readiness, and directs to appropriate line or automated services Kiosks. Communicates with internal and external contacts throughout a variety of means such as telephone, mail, e-mail, fax or in-person. Using computer terminals, photo imaging software, vision instruments, automatic testing devices and other equipment. Ensure appropriate confidentiality and security of information. Collects fees (cash or check) and performs credit card transactions. Authorizes or denies sales tax exemptions. Verify customer has correct forms/applications, supporting documents, and acceptable payment and steps necessary to accurately complete forms. Schedule road examinations. Prepares, processes and amends documents reconciling information in accordance with agency policies and maintaining Register of Motor Vehicle filing system. Providing information of the Register guidelines, requirements.

Preferred Qualifications: Fluent Bilingual, Spanish/English. Exercising discretion in handling confidential information. Communicate clearly in written or verbally and listen effectively. Deal patiently with problems and complaints. Follow guidelines and procedure. Utilize computers. Work efficiently in stressful situations; maintain composure when working with angry or confused customers; maintain efficiency in an office with high volume customers. Solid knowledge of the principles and practices of quality customer service. Communicate with individuals from diverse backgrounds.

Minimum Entrance Requirements: Applicants must have at least one year of full-time or equivalent part-time, experience in a position, the major duties of which include, cash handling and working directly with customers; or experience providing information to customers or the general public on services, procedures and requirements, which include entering or retrieving data using computer systems. **Working Conditions:** Work indoors in an office setting. Noise level is moderate. Exposed to verbal confrontations. Prolong sitting and repetitive motions performed answering phone and working on computer. Occasionally required to lift, carry, push or pull up to 25 lbs. Work assignments may be performed with or without reasonable accommodation to a known disability. **Pre-Hire Process:** Upon a conditional offer of employment, applicants must agree to and successfully satisfy: (i) a comprehensive name-based and fingerprint-based background check; (ii) an employment reference check, and (iii) a satisfactory review of driving records to be eligible for this position. **Service Center Locations:** Lawrence, Haverhill, Wilmington, Revere, Boston,