



U.S. Senate
Office of the Secretary

HUMAN RESOURCES

Vacancy Announcement

POSITION:	CUSTOMER SERVICE SPECIALIST
DEPARTMENT:	Stationery
SALARY RANGE:	\$46,178 - \$71,577
CONTACT	Applications for the position must be submitted online; see the link below. If you need an accommodation to submit an application for this position, please contact Human Resources at 202-224-3625 or stop by the Human Resources office at SH231B.
FEDERAL RELAY SERVICE	Speech/Hearing impaired persons may contact the Federal Relay Service at 1 (800) 877-8339 TTY
POSTING DATE:	January 20, 2015
DEADLINE FOR APPLICATIONS:	February 3, 2015 Applications will NOT be accepted after 11:59 p.m.
	The new online application can be found in the Employment section of Senate.gov - http://www.senate.gov/employment .
	All applicants should complete a Secretary of the Senate Application for Employment and attach a cover letter and current resume to the Human Resources Department at the link listed above. Qualified candidates will be contacted if selected for an interview. Do NOT mail. No phone calls please.
VETERANS' PREFERENCE:	Hiring for this position will be governed by the Veterans Employment Opportunity Act of 1998 ("VEOA"), as made applicable by the Congressional Accountability Act of 1995. Pursuant to the VEOA, qualified applicants who are not current employees of the Office of the Secretary of the Senate and who are disabled or who have served on active duty in the Armed Forces during certain specified time periods or in certain military designated campaigns ("veterans") may be eligible to receive a preference over non-veterans in hiring decisions. Family members

of veterans may also be eligible to receive a veterans' preference if the veteran cannot claim his or her veterans' preference.

To be eligible for a veterans' preference, applicants must meet all of the requirements set forth in the VEOA and applicable regulations. Those eligibility requirements are summarized in the Application for Veterans' Preference, which may be obtained by accessing the on-line application and completing the checklist.

If claiming a veterans' preference, an applicant must indicate that he/she is preference eligible on the application or resume and must submit a completed copy of the Application for Veterans' Preference along with the supporting documentation specified on that form. If the Office of the Secretary of the Senate does not receive the Application for Veterans' Preference and supporting documentation by the closing date, the applicant's claim for a veterans' preference may be denied.

Applicants may obtain a copy of the Office's Veterans' Preference in Appointments policy by submitting a written request to vets@sec.senate.gov.

Individuals who are entitled to a veterans' preference are invited to self-identify voluntarily. This information is intended solely for use in connection with the Office of the Secretary of the Senate's obligations and efforts to provide veterans' preference to preference-eligible applicants in accordance with the VEOA. An applicant's status as a disabled veteran and any information regarding an applicant's disability, including the applicant's medical condition and history, will be kept confidential and will be collected, maintained and used in accordance with the Americans with Disabilities Act of 1990, as made applicable by section 102(a)(3) of the CAA, 2 U.S.C. §1302(a)(3). An applicant who declines to self-identify as a disabled veteran and/or to provide information and documentation regarding his/her disabled veteran's status will not be subjected to an adverse employment action, but the individual may be ruled ineligible for a veterans' preference.



CUSTOMER SERVICE SPECIALIST

Department: Stationery

Reports to: Keeper of Stationery

NATURE OF WORK

This is administrative, customer-service work assisting customers with purchases and special orders from the Senate Stationery Room. Work includes processing special orders, placing printing and engraving orders for Senate stationery and assisting customers in the Stationery Room. Work is bound by Generally Accepted Accounting Principles (GAAP), Government Accountability Office (GAO) guidelines, Senate Rules, and Secretary of the Senate policies and procedures, but requires independent judgment in setting priorities and handling unusual assignments.

ESSENTIAL FUNCTIONS

Processes special order items for Senators, Committees and Senate staff via telephone or in person; determines authority to process requests in accordance with established internal office policy, procedure and/or the Senate Rules and Administration Committee; researches vendor pricing; determines appropriate vendor and/or shipping method; follows-up with vendor and customer to ensure order was received; and prints, faxes and/or mails daily purchase orders.

Places special orders for Senate offices including, but not limited to, printed and engraved stationery items, delivery requests and backorders; advises staff of options and printing regulations of official letterhead, use of office stationery and the Senate Frank; and provides samples and maintains records of orders.

Provides customer service assistance to customers of the Senate Stationery Room; assists customers with locating stock items and ascertaining proper request, vendor, service to meet specific needs for special orders; interacts daily with warehouse/receiving and accounting personnel to provide high level customer service; processes cash and Senate Stationery account transactions; and maintains accurate cash-drawer balances.

Maintains current knowledge of Stationery's Emergency Action Plan (EAP) and Continuity of Operations (COOP) plan; participates in periodic exercises and drills.

Performs other duties as assigned.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a retail store environment and involves everyday risks or discomforts which requires normal safety precautions when operating equipment and performing the work. Work is

The statements contained herein reflect general details necessary to describe the principal functions of this class, knowledge and skill typically required and the physical demands and working conditions, but should not be considered an all-inclusive listing of work requirements.

PB: 5 FLSA: Non-exempt



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OFFICE OF THE SECRETARY**

essentially sedentary with occasional walking, standing, bending, carrying items under 25 pounds such as books, papers, small parcels, etc. Work requires considerable computer usage to include daily use of the keyboard to enter data.

MINIMUM QUALIFICATIONS

Work requires an Associate's Degree in Business or related with one to three years experience in retail customer service field; or an equivalent combination of education and experience that provides the following knowledge, skills and abilities.

Ability to learn and apply Senate Rules regarding the purchase of Senate merchandise.

Ability to learn and demonstrate knowledge of store merchandise and its warehouse storage location.

Ability to learn and apply Senate services and procedure for obtaining various items.

Ability to provide prompt and courteous customer service and resolve customer problems.

Ability to deal with others using tact and diplomacy

Ability to work effectively and collaboratively in a diverse team setting, both within the department and outside of organizational lines.

Ability to read, comprehend and follow rules, regulations, procedures, functions and instructions.

Ability to apply standard policies and practices in problem-solving and to implement operational guidelines and procedures.

Ability to use computer and relevant computer software packages.

Ability to communicate effectively, both orally and in writing.

LICENSES, CERTIFICATION AND OTHER REQUIREMENTS

None.

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PB: 5

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