

**CAREER TRACKS**  
**Call Center**  
**Family Function and Job Function Summary**

<b>Job Family</b>	<b>Job Function</b>	<b>Job Summary</b>
<b>Call Center</b>	<b>Customer Service</b>	Responsible for providing a full range of customer services. Develops processes to ensure customer service needs are met with speed and accuracy and customer service issues are resolved. Responds to customer (employees and managers) inquiries and / or problems. Researches and resolves questions and problems, maintains records and communicates resolution and / or status.