



*Background Screening and  
Human Resource Solutions*

## **First Contact HR Job Description**

### **Client Services Representative**

#### **Reports to: Facility Manager**

Each First Contact HR facility will have a Client Services Representative. The Client Services Representative is primarily responsible for applicant processing. He/She may also be required to perform drug screens and any other duties, which the Facility Manager deems necessary. Some specific responsibilities include, but are not limited to:

1. Promptly greet applicants and guests.
2. Facilitate applicant progress through the First Contact process.
3. Perform data entry.
4. Perform criminal records and credit checks.
5. Prepare reports for release to clients.
6. Assist with or perform drug-screening process as required.
7. Promptly answer all incoming calls and direct to the appropriate area.
8. Create and maintain client and/or applicant files as required.
9. Maintain Facility waiting area and back room in neat and orderly manner.
10. Assist clients with customer service issues.
11. Sort and direct incoming mail and prepare outgoing mail.
12. Follow company policies and procedures at all times.
13. React promptly to any problems.
14. Perform any additional duty as required by the Facility Manager.

#### **General Qualifications**

1. Knowledge of basic business terminology and office procedures.
2. Detail orientated with a high energy level.
3. Above average people skills.
4. General knowledge of computers, word processing and spreadsheets
5. Experience with Windows 98 or higher.
6. Knowledge of proper phone etiquette.
7. High tolerance for working with the general public in a retail environment.
8. Enjoy working in a team environment.