

**APPLY IN PERSON AT:**  
Human Resource Department  
909 Packerland Drive  
Green Bay, WI 54303

**APPLY ONLINE AT:**  
<http://oneida-nsn.gov>



A good mind. A good heart. A strong fire.

**OR MAIL TO:**  
Human Resource Department  
P.O. Box 365  
Oneida, WI 54155-0365  
Phone: (920) 496-7900  
Fax: (920) 496-7490  
Job Line: 1-800-236-7050

**FIRST POSTING OPEN TO ENROLLED TRIBAL MEMBERS ONLY**

**POSITION TITLE:** Customer Support Center Specialist Trainee  
**POSITION NUMBER:** 05139  
**DEPARTMENT:** MIS Desktop Services  
**LOCATION:** 909 Packerland Dr Green Bay WI  
**DIVISION:** Internal Services  
**RESPONSIBLE TO:** Customer Support Center Supervisor  
**SALARY:** NE5 \$14.01/Hr (NEGOTIABLE DEPENDING ON EDUCATION & EXPERIENCE)  
(Employees will receive 5% below the negotiated pay rate during their probationary status.)  
**CLASSIFICATION:** Non-Exempt  
**POSTING DATE:** May 22, 2017  
**CLOSING DATE:** May 30, 2017  
**Transfer Deadline:** May 30, 2017  
**Proposed Start Date:** As Soon As Possible

**EQUAL EMPLOYMENT OPPORTUNITY STATEMENT**

The Oneida Nation does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

**POSITION SUMMARY**

This position will serve as a single point of contact for the MIS department while providing service, support, technology solutions, and education to the employees of the Oneida Nation. Provide customer service excellence while following the procedures, guidelines and computing standards of the Oneida Nation. Learn the role of the Customer Support Center Specialist. Continuation of this position is contingent upon funding allocations.

**DUTIES AND RESPONSIBILITIES:**

1. Respond to customer inquiries that come in via phone, radio calls, e-mail, voice mail, fax, and in person.
2. Satisfy customer needs by resolving issues through one or more of the following: coaching and supplying 'how-to' instructions, troubleshooting problems, providing MIS related information, dispatching support staff, and/or providing solutions.
3. Learn the role of the Customer Support Center Specialist by cross training, continuing education, and staying informed about the industry by attending events, webinars, and seminars, reading publications, and joining related user groups.
4. Ensure excellent customer service by responding in an empathetic, respectful, courteous, and positive manner.
5. Deliver timely, consistent and quality support by following organizational computing standards and the guidelines of the Customer Support Center including: call handling and closing procedures, assessing impact, incident and service request documentation standards, and escalation procedures.
6. Keep supervisor informed by providing regular status reports that include concise summaries of accomplishments, problems, opportunities and concerns.
7. Practice excellent customer service skills at all times to include, but not limited to addressing customer and employee needs courteously and promptly.
8. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
9. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
10. The above duties and responsibilities are not an all inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

**PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:**

1. Continuously sit. Occasionally stand, walk, bend/stoop, crawl, reach above shoulder level, crouch, kneel, balance, push/pull, and carry/lift up to one (100) pounds with assistance.

## **JOB DESCRIPTION**

### **Customer Support Center Specialist Trainee**

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#### **PHYSICAL REQUIREMENTS/WORK ENVIRONMENT(Cont.):**

2. Frequently repetitive movement of both hands. Incumbent may be exposed to inclement weather, heat and cold.
3. The Customer Support Center is available seven (7) days a week, twenty-four (24) hours a day. Employee must be able to work varying shifts including nights and weekends as needed. This will also include the ability to be on call as needed.
4. A Tuberculosis (TB) Screening and/or TB Skin Test is required within thirty (30) days of employment and annually thereafter as required.

#### **STANDARD QUALIFICATIONS:**

1. Skill in customer service.
2. Skill in written and verbal communications.
3. Ability to inform and communicate verbally and in writing in diverse and challenging situations with the ability to process information effectively, identify and define problems, and make objective decisions.
4. Ability to operate standard office equipment such as personal computer, phone, two-way radio, fax, copier, and printer.
5. Ability to develop and maintain professional relationships with a variety of individuals and groups in a complex, multi-cultural environment.
6. Ability to be dependable and conscientious; possess initiative, self-motivated and capable of working independently.
7. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
8. Must be willing and able to obtain additional education and training.
9. Must pass a pre-employment drug screening. Must adhere to the Tribe's Drug and Alcohol Free Workplace Policy during the course of employment.
10. Must pass a background security check with the Oneida Nation in order to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Nation Gaming Division.
11. A valid driver's license, reliable transportation, and insurance are required. Must obtain a Wisconsin driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a personal vehicle under the Oneida Nation Vehicle Drivers Policy prior to actual start date. Must maintain driver's eligibility as a condition of employment.

#### **PREFERRED QUALIFICATIONS:**

**Applicants please clearly state on the application/resume if you meet these qualifications.**

1. An Associate Degree in Information Technology (IT), Customer Service or closely related field from an accredited college or university.

#### **MINIMUM QUALIFICATIONS:**

**Applicants please clearly state how you meet these qualifications on the application/resume.**

1. **Must be an enrolled member of the Oneida Tribe of Indians of Wisconsin.**
2. High School Diploma, HSED Diploma or GED Certification; applicants age 50 and older are exempt from this requirement; one (1) year experience in computer desktop; and/or equivalent combination of education and experience may be considered.