



*Job applications are currently being accepted for the following position:*

## Customer Specialist

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### Job Summary:

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This position is part of a team which provides courteous and efficient customer service to clients and staff. The position supports corporate and program operations with services through a variety of administrative support functions.

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### *Job Duties include:*

- ❖ Greets and registers clients for appointments and contacts program specific staff of their arrival.
- ❖ Collects and routes all paperwork that is dropped off in the office lobby.
- ❖ Accepts rental payments and provides receipts.
- ❖ Answers telephone calls and responds to inquiries concerning programs, services, and operations.
- ❖ Enters client data into computerized program data base.
- ❖ Maintains office supplies inventory.
- ❖ Receives and processes incoming mail and outgoing mail.
- ❖ Provides assistance with special projects.
- ❖ Conducts annual client background checks.
- ❖ Initiates annual verifications of client data.
- ❖ Reviews and notarizes client documents for ICS programs.
- ❖ Participates in team meetings.
- ❖ Engagement in company sponsored events (i.e., Ladder of Hope)

### *Qualifications:*

- ❖ Prefer Associate Degree in Administrative Professional Program and/or Customer Service Certificate.
- ❖ A Wisconsin Notary or ability to obtain it would be beneficial.
- ❖ 1–2 years of experience in a Customer Service capacity preferred.
- ❖ Experience with underprivileged or otherwise disadvantaged groups of people is beneficial.
- ❖ Bilingual highly desired.

***Applications accepted until the position is filled. Send resume and cover letter to [hr@ics-gb.org](mailto:hr@ics-gb.org) or U.S. Mail to the address below:***

Integrated Community Solutions – Human Resources Dept.  
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