

Office of the Attorney General

Human Resources

Indiana Government Center South, 5th floor

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Indianapolis, IN 46204

jobs@atg.in.gov

317-232-7979 (fax)



JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Customer Service Representative Unclaimed Property Division

Summary:

Duties/Responsibilities:

Essential Duties and Responsibilities include the following:

- Answer incoming calls promptly, courteously & professionally
- Educate callers about the claims process and assist them with creating a claim form, if needed
- Route incoming calls to appropriate team member or other division/agency as necessary
- Greet guests at reception desk promptly, courteously & professionally as necessary
- Open incoming mail and prepare claim forms for scanning
- Distribute other mail to team members for processing
- Scan incoming claim forms
- Assist other areas of the office as needed with various projects
- Other duties as assigned

Qualifications:

- 2 or 4 Year College education preferred or equivalent job-related experience.
- Excellent customer service, interpersonal and communication skills, both oral and written
- Computer proficiency including MS Excel, Word and data entry.
- Self-starter. Must be able to work independently and efficiently with attention to detail.
- Good time management skills
- Strong sense of ethics and personal integrity
- Ability to lift/move 20-25 pounds (boxes with records)
- Must have professional references

Specific Job Requirements include:

- Ability to work in a fast-paced environment
- Ability to work with the public in a professional and helpful manner at all times