

CUSTOMER SERVICE REPRESENTATIVE JOB DESCRIPTION

Position Title:	CSR
Employment Status:	Full-Time, Hourly
Location:	Williston, VT
Security Requirements:	Federal Background Check
Preference:	Native American Preference, FBIC Veteran Preference

POSITION SUMMARY:

Buffalo Horse Inc. is seeking Customer Service Representatives to support a key customer within the Department of Homeland Security. The Homeland Security Investigations (HSI) Tip Line (TL) is a national intake center for the receipt of alleged criminal or suspicious activity administered by U.S. Immigration and Customs Enforcement (ICE). A unit within the ICE Intelligence Directorate, the call center is located in Williston, Vermont, and serves ICE's internal and external law enforcement customers and the public at large 24 hours a day, 7 days a week, 365 days a year. Toll-free and direct-dial telephone lines and an on-line web form are available to the public 24 hours every day enabling the public to provide information to ICE about criminal or suspicious activity. The TL is ICE's primary point of contact for the public and select government and non-government partners to report suspicious activity and alleged violations of immigration and customs law.

The HSI Tip Line (HSITL) has a requirement for Customer Service Representatives to augment current federal staff. The contractors will be expected to provide customer service and interpersonal communication skills to support ICE public and community relations by answering incoming calls and processing web tips. They will review, analyze, and process tips for further action. The HSITL operates around the clock, every day of the year and requires the services to be available during all times as necessary to augment federal staff.

KEY RESPONSIBILITIES:

- Minimum of three (3) years of specialized experience to include performing duties in support of a Contact Center answering and responding to inbound calls or like complexity
- Knowledge of searching databases
- Knowledge of dealing with a variety of people from varying professional/administrative backgrounds
- Ability to operate in a high-volume environment
- Ability to multitask and research information on multiple databases at the same time
- Ability to enter data and talk to stakeholders at the same time
- Ability to conceptualize scenarios and communicate effectively to stakeholders

- Ability to work independently, and demonstrated ability to efficiently interpret research and analyze information from various sources
- Ability to listen actively to sensitive information
- Ability to communicate effectively both orally and in writing
- Ability to utilize telephony systems, CRM and other ticket tracker systems, and Microsoft Office Suite

MINIMUM REQUIRED EDUCATION:

- High School Diploma

JOB TYPE:

- Full-time
- Hourly

BENEFITS:

- Employee Assistance Program
- Paid Time Off
- Floating Holidays

Buffalo Horse, Inc. is a tribally owned corporation established by the Fort Belknap Indian Community (FBIC) for the purpose of providing contract services to federal, state, and private entities.

Buffalo Horse, Inc.'s goal is to develop a self-sustaining economy for the Aaniiih (Gros Ventre) and Nakoda (Assiniboine) Nations through new businesses, job creation, and resource development.

