
Position: Customer Service Rep.
Division: Administrative Services



Job Information:

Our team of Customer Service Representatives proudly provides exceptional administrative support for the U.S. Customs & Border Protection at the SENTRI/Global Entry Enrollment Centers located at the Otay Mesa and San Ysidro Ports of Entry to ensure the integrity of these Trusted Traveler programs.

REQUIREMENTS

- U.S. Citizen
- High school diploma or G.E.D.
- Bilingual, English & Spanish (fluency in both is a MUST)
- 1-2 years of experience in an office setting with customer interface (or equivalent undergraduate study)
- EXCEPTIONAL customer service & communication skills (English & Spanish)
- EXCEPTIONAL attention to detail
- Computer experience
- 30 wpm typing speed
- Must currently live in the U.S. Must have lived in the U.S. for at least 3 years within the past 5 years.

ESSENTIAL DUTIES:

- Assist CBP Officers with verification of applicant information for potential SENTRI & Global Entry program participants.
- Handle incoming/outgoing calls in call center
- Answer general inquiries regarding the SENTRI & Global Entry programs
- Conduct activities to border crossing pedestrians to promote the SENTRI/Global Entry programs.
- Cashiering duties
- Other duties as assigned

DISCLAIMER: The above information is designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the tasks requested by their supervisors.