

United States Jobs Expertini®

Incentive Data Processor

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Company: cpsk12il

Location: Chicago

Category: office-and-administrative-support

Description:

Chicago Public Schools (CPS) is one of the largest school districts in the United States, serving over 330,000 students in 600+ schools and employing nearly 36,000 people, most of them teachers. CPS has set ambitious goals to ensure that every student, in every school and every neighborhood, has access to a world-class learning experience that prepares each for success in college, career, and civic life. In order to fulfill this mission, we make three commitments to our students, their families, and all Chicagoans: academic progress, financial stability, and integrity. Six core values are embedded within these commitments – student-centered, whole child, equity, academic excellence, community partnership, and continuous learning.

Student Transportation strives to improve student achievement by providing safe and timely transportation for all eligible students in accordance with federal, state, and local laws, as well as City Ordinances and the City of Chicago, Board of Education policies and procedures.

Job Summary:

Reporting to the Director of Transportation - Diverse Learners, the Incentive Data Processor will provide support to parents, bus vendors, internal staff and the general public via telephone, electronically or in-person in response to inquiries, concerns and requests regarding transportation-related issues and requests for financial incentive.

The Incentive Data Processor will be held accountable for the following responsibilities:

Timely processing of student transportation financial incentive requests and payouts

Assist with the timely processing of invoicing and billing as needed

Maintain data accuracy in applicable software databases.

Handle a large volume of calls while responding promptly to inquiries, researching root causes for complaints and acquiring resolution, and assessing completion of services rendered for payment.

Keep records of customer interactions and transactions; Record details of inquiries, comments and complaints and actions taken.

Communicate and coordinate with internal departments.

Perform other duties as assigned.

In order to be successful and achieve the above responsibilities, the Data Incentive Processor must possess the following qualifications:

Education Required:

High school diploma or GED equivalent

Experience Required:

Minimum of two (2) years of experience working in a data entry, administrative/executive assistant role

Minimum of one (1) year of experience working within a customer service-oriented environment

Working experience with A/P and Oracle preferred

Knowledge, Skills and Abilities:

Excellent customer service skills including strong communication and problem-solving skills; Ability to articulate verbal and written resolutions to schools and families in a professional manner.

Ability to manage competing priorities while working in a fast-paced environment

Strong attention to detail

Ability to define problems, analyze data, and outline valid conclusions and action steps while working autonomously when necessary

Ability to build collaborative relationships with a variety of constituent groups, including external partners, to ensure the entire system operates in the most effective manner possible to support schools

Proficiency with Microsoft Office and Google Suite products

Intermediate proficiency with Microsoft Excel

Bilingual (Spanish) preferred.

Conditions of Employment

As a condition of employment with the Chicago Public Schools (CPS), employees are required to:

Establish/Maintain Chicago Residency Employees are required to live within the geographic boundaries of the City of Chicago within six months of their CPS hire date and maintain residency throughout their employment with the district. The Chicago residency requirement does not apply to temporary/part-time positions, however, all CPS employees must be residents of Illinois.

Be Fully Vaccinated Against COVID-19 Unless approved for a medical or religious exemption, all employees are required to be up-to-date on COVID-19 vaccinations, including boosters, and to submit proof of vaccination to the district within 30 days of hire. “Up-to-date” on vaccination is defined as being at least two weeks past all primary vaccine doses and any applicable boosters.

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