

Opportunity Title: Customer Service Professional

Opportunity Reference Code: ORAU-COVID-19-2

Organization ORAU

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Description Oak Ridge Associated Universities (ORAU) is seeking exceptional candidates for Customer Service positions. As the candidate of choice, you will join an interdisciplinary team dedicated to reducing the spread of COVID-19. This immediate short-term, full-time or part-time employment will provide the essential role of managing our regional community's exposure to COVID-19 during the national emergency.

ORAU is a non-profit organization that provides innovative scientific and technical solutions for over 20 federal agencies and national laboratories to advance national priorities in science, health and education. We do this through our specialized teams of experts and a consortium of more than 100 universities. Currently, we are recruiting expertise to help solve the nation's most critical issue, COVID-19.

*This is a forecasted position, and is contingent upon both contract award, and successful completion of all ORAU pre-employment requirements.

Responsibilities:

- Handle a variety of administrative tasks in a fast-paced environment
- Respond to inquiries from stakeholders and community members through a variety of communication methods (email, phone, chat)
- Thoroughly resolve customer concerns or direct inquiries appropriately

Qualifications **Qualifications:**

- Must be at least 18 years of age
- Demonstrated experience in a clerical or customer service related position
- Experience working with the public (restaurant servers, retail, etc.)
- Excellent interpersonal and communication skills
- Ability to pass a drug screen
- U.S. citizen or legal resident

Location:

- Various locations nationwide
- Must have reliable transportation

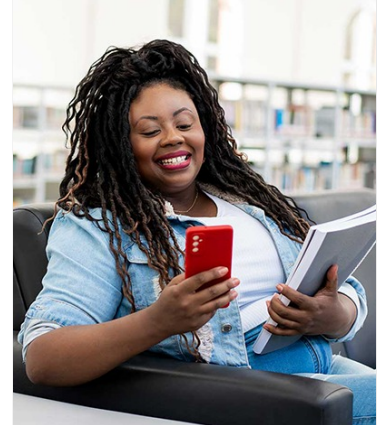
For questions email brian.rose@orau.org. Please include the reference code in the subject line.

Eligibility Requirements

- **Citizenship:** LPR or U.S. Citizen
- **Degree:** High School Diploma/GED, Associate's Degree, Bachelor's Degree, Master's Degree, or Doctoral Degree.
- **Discipline(s):**



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- **Chemistry and Materials Sciences** ([12](#) 👁)
- **Communications and Graphics Design** ([6](#) 👁)
- **Computer, Information, and Data Sciences** ([16](#) 👁)
- **Earth and Geosciences** ([21](#) 👁)
- **Engineering** ([27](#) 👁)
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- **Other Non-Science & Engineering** ([13](#) 👁)
- **Physics** ([16](#) 👁)
- **Science & Engineering-related** ([1](#) 👁)
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Affirmation I confirm that I meet the eligibility criteria as described in the opportunity posting.

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