

CUSTOMER SERVICE SPECIALIST

KIND OF WORK

Administrative support work providing information and services to external customers such as citizens and private and public organizations in person or over the phone. (Employees in this class will spend at least 60% of their time working directly with external customers.)

NATURE AND PURPOSE

Under general supervision provides general information about agency programs and services to external customers. Helps customers locate and obtain services.

EXAMPLES OF WORK (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Answers, screens and analyzes phone calls, refers callers or takes messages for the proper individual(s) or program staff.

Greets walk-in-visitors, ascertains who they wish to see and directs them to appropriate person(s) ensuring agency security.

Provides general/non-technical information to individuals and groups seeking information and services.

Provides general office support which may include completing money transactions, issuing passes or permits, distributing agency information. (Office support tasks will comprise less than 40% of total work time.)

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

General office practices.

Office and program procedures unique to employee's work area.

General office equipment and procedures such as basic math, typing, data entry and related duties.

Skill in:

Oral and written communication sufficient to assist a variety of clients.

Human relations sufficient to assist customers and represent the state in a positive manner.

Customer Service Specialist

Class Specification

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Ability to:

Use good human relations skills to interact with others (common courtesy, tact, interest in positive problem resolution, empathy and logical organization of ideas).

Work constructively and harmoniously with other employees and the general public.

Organize and prioritize one's own work.

Maintain the confidentiality of private information according to laws, rules, policies and procedures.

Understand and apply oral and written work instructions.

Est.: 7/97

Rev.:

T.C.:

Former Title(s):