

CUSTOMER SERVICE REPRESENTATIVE

NATURE OF WORK IN THIS CLASS

This is complex public contact work in providing assistance and responding to customer inquiries and requests for department or agency services.

ILLUSTRATIVE EXAMPLES OF WORK (These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)

Accepts applications after insuring applicants fully understand the policies and procedures for services desired; provides information of availability of other types of services.

Answers inquiries and resolves complaints; makes applicable adjustments to records and files after securing valid data through investigation, research, or other acceptable means.

Assembles information; checks forms, records and applications for accuracy, completion, and conformance with requirements.

Prepares daily, weekly, or monthly reports of work activities; maintains pertinent logs.

May assist in establishing and maintaining department or agency records and other related files.

May assist in the preparation of service orders.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS

Ability to learn, interpret, and apply department or agency policies and procedures.

Ability to make decisions in accordance with established policies and other regulations.

Ability to perform arithmetic computations.

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MINIMUM KNOWLEDGE, ABILITIES AND SKILLS (Con't)

Ability to tactfully handle irate customers and maintain self-control.

Ability to communicate effectively.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING

- A. One year of clerical experience involving public contact work and arithmetic computations; or
- B. Any equivalent combination of experience and training which provides the minimum knowledge, abilities, and skills.

ESTABLISHED: JULY 1980
AMENDED: SEPTEMBER 1996

PAY GRADE: H

HAY EVALUATION:

KNOW HOW:	C12	115
PROBLEM SOLVING:	C2 (22%)	25
<u>ACCOUNTABILITY:</u>	<u>C1C</u>	<u>33</u>
TOTAL POINTS:		173



ELOY P. HARA
Executive Director
Civil Service Commission