

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV31606
Job Class Code:	190	Salary Schedule:	AREG
EEO Category:	06	Grade:	13
Workers Comp Code:	8810		

Job Code Established:	12/19/94	Effective Date:	
Job Code Revised:		Effective Date:	

JOB CODE SERIES: Arizona Highways Magazine Customer Service Series

JOB CODE TITLE: ARIZONA HIGHWAYS MAGAZINE CUSTOMER SERVICE SPECIALIST

HRIS TITLE: AZ HWYS MAG CUST SVC SPCT

CHARACTERISTICS OF THE CLASS: Under general supervision. Authority to make decisions regarding the sequence of assigned tasks; exercise judgment in the application of established policies and procedures. Extended periods of entering data via computer terminal. Performs tasks related to answering customer inquiries received via phone or correspondence. Takes orders, investigates and resolves customer account inquiries, processes checks, verifies refund requests, provides a variety of tourist and product information, performs research, maintains customer accounts, processes product exchanges/returns. May open, batch and key incoming customer mail, and perform over-the-counter sales activities.

EXAMPLES OF DUTIES: Answers phones, accepts customer orders, resolves customer inquiries and complaints regarding magazine products and subscriptions. Fulfills orders for Arizona Office of Tourism products and provides travel information. Operates ACD phone set and information processing equipment within a complex fulfillment application. Maintains customer account records and compiles data into reports. Processes and validates cu. Processes and validates customer refunds, bank card credits and product exchanges/returns. Reviews reports and other output to identify software or processing problems. Handles and secures cash, checks, bank/credit card sales and billing orders; ensures accountable forms are completed. Answers customer correspondence with form letters, personally composed letters or literature appropriate to inquiry. Sorts, opens, batches, codes and keys incoming mail. Performs related work as required.

WORK RESULTS/PRODUCTS: Resolved and/or processed customer inquiries, problems and orders for magazine subscriptions and a variety of products. Travel information provided to Arizona Office of Tourism customers.

RESPONSIBILITY: for the accuracy and timeliness of work products; a superior level of customer service; security of cash receipts.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: publication practices including batching, coding, filing, automated record maintenance and account problem resolution; established policies and procedures applicable to the work unit; business English (both verbal and written), spelling, arithmetic; customer service techniques; Arizona Highways products.

Skill in: operating information processing equipment and a variety of other office equipment; operating an ACD phone set.

Ability to: handle and secure cash receipts; analyze and interpret account information; establish and maintain work relationships; provide customer service; communicate verbally and in writing.