

## CUSTOMER SERVICE REPRESENTATIVE SERIES

<b>SUMMARY</b>	Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.
<b>PRIMARY DUTIES &amp; RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.</li> <li>• Provide a service such as a license, registration, title, permit, or program eligibility information</li> <li>• Check to ensure that appropriate changes were made to resolve customers' problems.</li> <li>• Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.</li> <li>• Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.</li> <li>• Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.</li> <li>• Refer unresolved customer grievances to designated departments for further investigation.</li> <li>• Determine charges for services requested, collect deposits or payments, or arrange for billing.</li> <li>• Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.</li> </ul>
<b>KSA's</b>	<ul style="list-style-type: none"> <li>• Applicable program rules, regulations, policies and procedures, systems, and relevant statutes</li> <li>• Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.</li> <li>• English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.</li> <li>• Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing forms, and other office procedures and terminology.</li> <li>• Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.</li> <li>• Speaking — Talking to others to convey information effectively.</li> <li>• Service Orientation — Actively looking for ways to help people.</li> <li>• Reading Comprehension — Understanding written sentences and paragraphs in work related documents.</li> <li>• Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.</li> </ul>

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HRIS TITLE	CUST SVC REP 1	CUST SVC REP 2	CUST SVC REP 3	CUST SVC REP 4
JOB TITLE	CUSTOMER SERVICE REPRESENTATIVE 1	CUSTOMER SERVICE REPRESENTATIVE 2	CUSTOMER SERVICE REPRESENTATIVE 3	CUSTOMER SERVICE REPRESENTATIVE 4
JOB CODE	AUN04477	AUN04112	AUN08330	AUN04786
GRADE	13	15	16	17
FLSA STATUS	NON-EXEMPT	NON-EXEMPT	NON-EXEMPT	NON-EXEMPT
<b>DETAILED DUTIES AND RESPONSIBILITIES</b>	Performs entry level customer service activities by performing tasks initiated by the general public to service their needs related to answering inquiries received via telephone, in person, through applications or correspondence. Duties may include data entry, collection of fees, making deposits, balancing cash register receipts, or resolving complaints.	Performs journey level customer service activities by performing tasks initiated by the general public. Position may require the use of discretion when releasing pertinent information; solving difficult customer service complaints/problems; conducting research, compiling information, and analyzing policies and procedures to resolve customer issues. Duties may include periodically adding money receipts, reconciling cash against known figures for verification; preparing and transmitting deposits of monies to the bank or to the state treasurer's office on a daily basis	Performs senior level or lead customer service activities by providing assistance, guidance, and instruction to less experienced Customer Service Representative levels regarding the most complex customer service complaints, inquiries, and issues. Performs the complete range of agency customer service functions within the work section. Exercises discretion to interpret and apply customer service operations. May be responsible for training staff and monitoring workflow within the unit. May involve face to face contact with irate or hostile customers.	Performs senior level or lead customer service activities in field work (outside an office environment). This level manages the most complex customer service complaints, inquiries, and issues that may include specialized instruction, training or certification in specialized areas of expertise. May train lower level staff, and monitor and manage workflow within the unit, evaluating and recommending changes to work processes and procedures. May serve as back up for supervisor.
<b>MANAGEMENT OF RESOURCES</b>	None	None	May perform in a lead capacity	May perform in a lead capacity or serve as back up supervisor
<b>SUPERVISION RECEIVED</b>	Close supervision	General supervision	Minimal supervision	Minimal supervision
<b>BUDGETARY RESPONSIBILITY</b>	None	None	None	None
<b>DECISION MAKING AUTHORITY</b>	Follows written and verbal instructions	Follows established guidelines	Interprets policies and procedures	Interprets policies and procedures
<b>EDUCATION &amp; EXPERIENCE</b>	None	None	None	None
<b>LICENSURE / CERTIFICATION</b>	None	None	None	Some positions may require specialized certification
<b>OTHER SELECTIVE PREFERENCES</b>	Varies by position	Varies by position	Varies by position	Varies by position