

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV39510
Job Class Code:	190	Salary Schedule:	AREG
EEO Category:	06	Grade:	14
Workers Comp Code:	8810		

Job Code Established:	10/13/92	Effective Date:	
Job Code Revised:	09/21/98	Effective Date:	

JOB CODE SERIES: Corporation Commission Corporate Records Series

JOB CODE TITLE: CORPORATE RECORDS CUSTOMER REPRESENTATIVE

HRIS TITLE: CORPORATE RCDS CUST REP

CHARACTERISTICS OF THE CLASS: Under general supervision from a customer services Unit Supervisor, has the authority to make limited decisions regarding formatting of output documents; determine sequence of assigned tasks; exercises limited judgment in applying established procedures. Provides interaction with customers, providing program information, rules, regulations, laws and policy and procedures and responding to inquiries from various entities. Work product consists of performing data entry, collection of fees, balancing of cash register, reviewing routine documents for compliance to ARS Title 10 and 29; sending correspondence to customers using established procedures and forms, retrieval of documents from microfiche or microfilm, using appropriate filing procedures specific to proper record storage guidelines. Responsible for the accuracy and timeliness of work products, accountable forms, certificates and certified documents, and a variety of basic clerical duties.

EXAMPLES OF DUTIES: Operates information processing equipment (word processor, microfiche and microfilm, printer, and automated cashing equipment) in routine application. Provides routine information to the public regarding corporate records filed with the Commission. Reviews legal documents submitted by the public for compliance and acceptance for filing, and the collection of appropriate fees. Research and reference corporate records in the database, explains application forms and procedures to applicants, Prepares correspondence to customers as required on incomplete documents submitted. Performs data entry, process documents and update data base to reflect current information provided by customer, while ensuring that the document complies with Title 10 and 29 requirements. Prepares and issues certificates and certified documents for customers. Performs related work as required.

WORK CONDITIONS: Continuous public contact, long period of standing or data inputting via computer terminal. Requires the ability to lift up to 30 pounds.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Customer service techniques, general office procedures and practices including filing and records maintenance; variety of office machines and equipment; operation of information processing equipment; Business English, spelling and arithmetic; rules, regulations, polices, procedures, systems, Title 10, 29 and all other applicable

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Arizona Revised Statutes. General knowledge of other state agency functions as they relate to corporations, i.e., Insurance, Banking, Real Estate, Attorney General, Secretary of State, etc,

Skill/Ability to: Operating information processing equipment; operating electronic cash register; issuing cash receipts; applying basic arithmetic computation methods; applying laws, rules, regulations, polices and procedures to the work unit; oral and written communications.

Experience and Education: Typical ways to obtain the KSA's would be: - Experience in a high-visibility public contact, customer service environment which included the operation of a computer terminal, information processing equipment, or automated cashiering equipment; Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.