

CUSTOMER SERVICE SPECIALIST INTERMEDIATE

KIND OF WORK

Administrative support work providing a variety of detailed procedural program 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 detailed procedural information and assistance about an agency's program(s) to external customers. At this level, incumbents often explain procedures and guidelines covering multiple program areas.

The Customer Service Specialist Intermediate differs from the Customer Service Specialist in the following ways:

- Intermediate: at the Intermediate level, employees answer questions and resolve customers' problems by applying multiple procedures and guidelines. Sometimes incumbents analyze information and summarize it into concise answers.
- Specialist: at the Specialist level, employees provide routine information about agency services and refer customers to other sources for more detailed answers.

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

Provides procedural information in response to diverse inquiries from external customers.

Analyzes requests for information and assistance, sometimes using multiple procedures and prepares clear and concise responses for customers.

Assists customers in completing program or agency forms.

Assists co-workers with program questions.

Gathers and records information needed for proper conduct of state business.

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

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

Knowledge of:

Agency programs and services sufficient to answer diverse questions and/or refer customers to appropriate assistance.

General office practices.

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

Interviewing techniques sufficient to obtain routine information from diverse clients.

Legal, medical and/or other technical terminology for some positions.

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).

Research a variety of topics and summarize information into clear and concise answers.

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

Calm angry or confused customers so that necessary information can be communicated.

Organize and prioritize one's own work.

Understand and apply oral and written work instructions.

Est.: 7/97
Rev.:

T.C.:
Former Title(s):