

CUSTOMER SERVICE SPECIALIST SENIOR

KIND OF WORK

Administrative support work providing technical information and services to external customers such as citizens and private and public organizations in person or over the phone. (Employees in this class spend at least 60% of their time working directly with external customers.)

NATURE AND PURPOSE

Under general supervision, analyzes requests and provides technical information and services about agency programs and services to external customers. At this level, incumbents often analyze and explain complicated, varied and at times, controversial issues. Final answers and resolution of problems frequently require research and repeated discussions/interviews with the customer.

The Customer Services Specialist Senior differs from the Customer Services Specialist Intermediate in the following ways:

- Senior: at the Senior level, employees usually answer more complicated requests where there are no clear procedural responses. Seniors rely on research beyond existing procedures for many solutions and answers to questions. Seniors may design and recommend changes in procedures to accommodate changes in programs and general guidelines.
- Intermediate: at the Intermediate level, employees apply multiple procedures and guidelines to situations and questions that are relatively unambiguous. Research at this level usually leads to determine which portion of a procedure applies to a given situation.

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

Provides technical information in response to diverse inquiries from external customers in person, over the phone and at training sessions or workshops.

Analyzes requests for information and assistance by researching existing procedures and related resources and preparing clear and concise responses for customers.

Advises and trains co-workers on complex problems.

Revises office procedures and forms and assists computer specialists in making computer system changes to meet changing program needs.

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 technical questions.

Agency procedures and precedents sufficient to compile diverse sources of information into answers for customer and recommend procedural changes.

Interviewing techniques sufficient to obtain information from diverse clients.

General office practices and equipment such as basic math, typing and related duties.

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.)

Speak in front of groups to give presentations and/or workshops.

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

Maintain the confidentiality of private information in order to comply with laws, rules, policies and procedures.

Design forms and procedures.

Organize and prioritize one's own work.

Est.: 7/97
Rev.:

T.C.:
Former Title(s):