

Specification for Class of

CUSTOMER SERVICES SPECIALIST 1

Abolished Effective June 1, 2005

Definition: In a designated customer service program, provides assistance and problem resolution to department clients. Provides information regarding the options, rights, regulations, and services available. Interprets and applies knowledge of laws, regulations, and processes in the resolution of inquiries, complaints and problems.

Distinguishing Characteristics: This is the entry level of this class series. Positions at this level work under close supervision. Clerical support duties are incidental to the total work assigned. Clerical support, for the purposes of this series, includes tasks such as maintaining filing systems, maintaining logs, updating computer or manual data systems, office and telephone reception, completing office typing forms, compiling and completing recurrent reports, performing routine typing, copy work, and preparing mailings.

Typical Work

Assists Department customers by interpreting policies, procedures, and laws of a routine nature;

Assists customers with opening accounts, payment on accounts, payment agreements, and collection of money;

Reviews and researches file documentation to resolve customer-related complaints; advises customers of proper procedures involved in appealing agency decisions;

Responds to questions on all agency programs and how to access agency services;

Acts as liaison between the customer and department divisions;

Using knowledge of Department policies and procedures, provides public and customers with explanations on forms, pamphlets, and other materials;

Explains filing procedures and assists in completion of necessary forms;

Performs other duties as required.

Knowledge and Abilities

Knowledge of: departmental programs, policies and procedures; basic laws affecting department; research methods and data collection.

Ability to: apply and interpret laws, policies and procedures; use good judgment in evaluating and making decisions; communicate effectively and maintain courteous attitude toward public and employees.

Desirable Qualifications:

Two years of college.

AND

One year of experience providing assistance to clients/customers regarding inquiries, complaints, or problems.

Qualifying experience will substitute, year for year, for education.

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Note: Some positions may have specialized requirements.

New class: 4-12-91

Revised minimum qualifications: 3-15-02