

Specification for Class of

CUSTOMER SERVICES SPECIALIST 2

Abolished Effective June 1, 2005

Definition: In a designated customer service program, responsible for resolving complaints, inquiries and customer service problems from clients, customers, general public, State and Federal agencies. Interprets agency-related laws, policies and procedures. Advises clients and customers of proper procedures to access agency services.

Distinguishing Characteristics: This is a generic class that can be utilized by all agencies. This is the working level class in this class series. Clerical support duties are incidental to the total work assignment. Clerical support, for the purposes of this series, includes tasks such as maintaining filing system, maintaining logs, updating computer or manual data systems, office and telephone reception, completing office forms, compiling and completing recurrent reports, performing routine typing, copy work, and preparing mailings.

Positions are responsible for resolution of complaints, inquiries and customer service problems. Positions in this class do not routinely process actions to others in the agency for resolution.

The following are specific uses:

In the Department of Labor and Industries: Positions are found in Information Assistance, Field Services, Claims Administration, and single positions in other L&I regulatory divisions. Positions independently effect resolution of problems in regulatory and benefits programs.

Typical Work

As department representative, explains agency policies, procedures, laws, and processing; informs customers of their rights and responsibilities under law;

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

Acts as liaison between customers and agency division; gives presentations and offers assistance to other State and Federal agencies;

Resolves customer service related complaints;

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

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:

A Bachelor's degree.

Experience providing assistance to clients/customers regarding inquiries, complaints or problems will substitute, year for year, for education.

Note: Some positions may have specialized requirements.

New class: 4-12-91

Revised minimum qualifications: 3-15-02