

Specification for Class of

CUSTOMER SERVICES SPECIALIST 4

**Abolished Effective June 1, 2005**

Definition: Plans, organizes, and manages a customer service program for a unit or selected location and supervises Customer Services Specialists.

Distinguishing Characteristics: Positions in this class design and manage a customer service program for a major unit/division of an agency, prepare and monitor the implementation plan, coordinates customer service training, and provides consultation and facilitates customer service problem resolution for the assigned agency unit.

In the Department of Labor and Industries: As a single position in the Office of Information and Assistance, supervises and manages customer service delivery.

In the Department of Licensing: Designs and manages a customer services program within a division or department, recommends, approves, and/or monitors major customer service implementation plans, assists the department Training Manager in the development and implementation of quality customer service training, and provides consultation and assists with resolution of customer service problems.

Typical Work

Supervises and trains Customer Service Specialists and clerical staff;

Plans and directs the program of the unit; reviews work for compliance with agency policy;

Consults with agency management regarding unit's requirements; makes recommendations regarding budget for the unit;

Submits reports to agency management regarding unit operation; makes recommendations regarding revised systems and procedures to accommodate program changes;

Performs other duties as required.

Knowledge and Abilities

Knowledge of: departmental programs, policies, and procedures; basic laws affecting department; research methods and data collection; supervisory methods; principles and practices of office management; statistical record keeping; standard office practices.

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; plan and supervise work of others.

Minimum Qualifications

One year as a Customer Services Specialist 3.

OR

Two years as a Customer Services Specialist 2.

OR

A Bachelor's degree and two years of experience providing assistance to clients/customers regarding inquiries, complaints, or problems in a customer service or public relations setting.

Experience providing assistance to clients/customers regarding inquiries, complaints or problems will substitute, year for year, for education, provided that at least two years of the experience is at the third clerical level or above.

New class: 4-12-91