



CLASSIFICATION SERIES:

Customer Service Assistant Occupation

BARGAINING UNIT:

ACE

Customer Service Assistant 2

SERIES PURPOSE: The purpose of the Customer Service Assistant occupation is to provide assistance, information, and/or process transactions for internal and/or external customers in response to inquiries, requests, and/or complaints.

CLASS CONCEPT: The class works under general direction and requires considerable knowledge of established practices and procedures in order to act in place of a lead worker and/or supervisor and/or provide routine and non-routine information and/or to resolve routine and/or non-routine complaints from internal and external customers.

Incumbents act as receptionist for the assigned area and resolve inquiries that require considerable knowledge of governing laws, rules, policies, procedures, and/or legal interpretations. Independently determines appropriate action for resolution and refers only the most complex issues to a higher-level employee and/or supervisor.

JOB DUTIES: Incumbents may perform some or all of these duties or other job-related duties as assigned.

Acts in place of a lead worker and/or supervisor.

Communicates with agencies and vendors to resolve discrepancies and/or errors and corrects rejected documents; advises customers regarding processes and provides assistance to resolve or refer customer complaints and/or inquiries.

Processes transactions that require a decision to be made in accordance with applicable laws, rules, and/or policies and procedures; processes transactions that involve the billing for or collection and/or release of money.

Provides training and/or cross training as needed.

Provides routine and non-routine information and resolves routine and non-routine complaints from internal and external customers in response to inquiries; provides information and/or processes transactions that require in-depth knowledge of governing laws, rules, policies, procedures, and/or legal interpretations.

Acts as receptionist for the assigned area.

Interviews callers to gather information; conducts searches of records to verify, locate, or identify the status of requested information.

Responds to requests to schedule and/or reschedule rooms and/or appointments.

Enters, updates, corrects, deletes, or sends data; retrieves data to verify information; logs and tracks calls and/or other information; composes and/or generates reports and correspondence.

Performs all clerical support tasks as assigned.

Other Functions and Responsibilities: Assists with training new hires.

Performs any and all other duties assigned and/or required that are within the level of responsibility for this classification at the discretion of the supervisor.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: supervisory principles and techniques*; employee training and development*; customer relations; office practices and procedures*; public relations; applicable federal and/or state laws, rules, policies, and/or procedures*.

Skill in: operation of personal computer and all other standard office equipment.

Ability to: apply applicable laws, rules, policies, and/or procedures to respond to inquiries, requests, and/or complaints*; process transactions involving several variables within familiar context; handle routine and non-routine inquiries; remain calm when faced with adverse circumstances; collate and classify information about data, people, or things; prepare and/or maintain accurate records and reports; work alone on most tasks.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High School Diploma or GED; two years of experience in office practices and procedures, public relations, or customer service to include techniques for dealing with adverse circumstances. Strong typing and computer skills; knowledge of Microsoft Office and database capabilities. Good communication and organizational skills; strong attention to detail.

REQUIRED CERTIFICATIONS, TRAINING, AND/OR LICENSURES: None

PHYSICAL REQUIREMENTS: In accordance with the U.S. Department of Labor physical demands strength ratings, this position will perform sedentary work.

SEDENTARY: work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods

of time. Jobs may be defined as Sedentary when walking and standing are required only occasionally and all other Sedentary criteria are met.

UNUSUAL WORKING CONDITIONS: May be confined to desk answering telephone for 6.5 - 7 hours per day.