



**YOUNGSTOWN
STATE
UNIVERSITY**

CLASSIFICATION SERIES:

Customer Service Assistant Occupation

BARGAINING UNIT:

ACE

Customer Service Assistant 3

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 thorough knowledge of established practices and procedures in order to act as a lead worker by providing work direction and training and/or to act as a quality control reviewer. Provides routine and non-routine information and/or resolves routine and/or non-routine complaints from internal and external customers.

Incumbents act as receptionist for the assigned area and resolve inquiries that require thorough knowledge of governing laws, rules, policies, procedures, and/or legal interpretations. Independently determines appropriate action for resolution and responds to difficult inquiries or those referred by lower-level employees.

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

Acts as a lead worker; provides work direction, assistance, and training. Develops training programs.

Acts as a quality control reviewer; randomly selects transactions for review, ensuring conformity with governing laws, rules, policies, procedures, and/or legal interpretations.

Responds to difficult inquiries or those referred by lower-level employees.

Prepares and participates in case procedures about service complaints, policy changes, and compliance issues.

Evaluates and revises pamphlets, brochures, and other materials.

Compiles reports; participates in development and preparation of special projects; maintains and updates files.

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: write and/or edit materials for publication; function effectively as a lead worker; apply applicable laws, rules, policies, and/or procedures to respond to inquiries, requests, and/or complaints*; process transactions involving several variables; 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.

(*) Developed after employment.

MINIMUM QUALIFICATIONS: High School Diploma or GED; three 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.