



January 2019
Class Code: A-33 / A-36
FLSA: Non-Exempt

CUSTOMER SERVICE REPRESENTATIVE I/II

DEFINITION

Under immediate (Customer Service Representative I) or general (Customer Service Representative II) supervision, acts as the first public contact person for callers or visitors to District Offices; provides information and assistance to the public regarding District functions and activities; performs a variety of standard office support work; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (Customer Service Representative I) or general (Customer Service Representative II) supervision from the Director of Communications. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Customer Service Representative I: This is the entry-level classification in the Customer Service Representative series. Initially under close supervision, incumbents learn and perform routine office support duties. As experience is gained, assignments become more varied and complex; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Customer Service Representative II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Customer Service Representative II: This is the fully qualified journey-level classification in the Customer Service Representative series. Positions at this level are distinguished from the Customer Service Representative I level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Positions in the Customer Service Representative class series are flexibly staffed; positions at the Customer Service Representative II level are normally filled by advancement from the Customer Service Representative I level; progression to the Customer Service Representative II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Customer Service Representative II level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Job functions and performance are subject to provisions contained within the Personnel and Salary Resolution and Memorandum of Understanding applicable to the specified job classification. Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

Positions at the Customer Service Representative I level may perform some of these duties and responsibilities in a learning capacity.

- Performs general reception duties; receives and screens visitors and telephone calls; takes messages, directs callers and visitors to the proper office or person.
- Provides information regarding District programs, activities, and functions; assists in interpreting and applying basic regulations, policies, procedures, systems, and rules in response to inquiries and complaints from the public.
- Receives and processes service requests, prepares service request reports for distribution to zone inspectors.
- Performs routine office administrative and customer service duties to support District operations, including basic word processing, data entry, organization and filing.
- Gathers, assembles, and distributes a variety of District specific materials including forms, records, and data as requested; disseminates information to appropriate parties.
- Prepares, scans, copies, collates, and distributes a variety of documents, including informational mailings, and other documents; ensures proper filing of copies in District files.
- Maintains and updates records, files and report summaries.
- Monitors office and other related supplies; troubleshoots and resolves basic office equipment problems.
- Maintains postage machine, runs monthly postage reports, schedules maintenance and repairs, adds funds to postage machine, stamps and mails outgoing mail.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Positions at the Customer Service Representative I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- District services and operations including any rules and regulations pertinent to area of assignment.
- General office general and administrative practices.
- Methods and techniques of processing District service requests.
- Record-keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Generate system reports.
- Process a diverse range of service requests and applications.
- Demonstrate excellent customer service skills.
- Understand and follow oral and written instructions.
- Organize own work, set priorities, and meet critical time deadlines.
- Understand, interpret, and apply regulations, policies and procedures, and standards relevant to work performed.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Customer Service Representative I/II: Equivalent to completion of the twelfth (12th) grade.

Experience:

- Customer Service Representative I: One (1) year of office support work experience.
- Customer Service Representative II: Three (3) years of customer service experience in a Vector Control setting.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects averaging a weight of 50 pounds or heavier weights, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and may be exposed to biologic/infectious agents including vermin, insects, and parasites. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.