

CUSTOMER SERVICE SERIES

<u>Code No.</u>	<u>Class Title</u>	<u>Occ. Area</u>	<u>Work Area</u>	<u>Prob. Period</u>	<u>Effective Date</u>	<u>Last Action</u>
4807	Customer Service Assistant	02	215	6 mo.	08/15/10	Rev.
4808	Customer Service Representative	02	215	6 mo.	08/15/10	Rev.
4809	Customer Service Specialist	02	215	6 mo.	08/15/10	Rev.

Promotional Line: 343

Series Narrative

Employees in this series provide customer related services and interfaces with campus clients to ascertain, promote, and monitor the quality of services provided. The primary focus of positions in this series is customer service.

DESCRIPTIONS OF LEVELS OF WORK

Level I: Customer Service Assistant 4807

Employees in this class are entry level assistants who receive training in departmental rules, regulations, and policies and provide basic informational services to campus clients. They work under direct supervision from higher personnel.

A Customer Service Assistant typically –

1. responds to routine inquiries from clients in order to provide or clarify information on departmental services, policies, and procedures
2. researches inquiries and provides point of contact for quality control concerns and related solutions
3. composes routine correspondence and transmits information or documents using computer or fax
4. conducts surveys and gathers data for statistical studies
5. resolves customer service complaints and refers unresolved customer grievances to designated personnel for further investigation
6. prepares reports of contacts regarding quality
7. prepares information for the campus on departmental standards and policies
8. communicates with and informs campus clients on recent improvements and departmental developments
9. may perform on-site visits to campus clients in order to ascertain and monitor the quality of services provided
10. greets visitors, determine nature and purpose of visit, direct and/or escort them to destination, provide information regarding organization and employees

11. reports client feedback to higher personnel
12. assists higher level personnel in examining and maintaining departmental records and reports
13. receives payment for fees, bills, and assessments issued by the institution; verifies amount due as shown on statement against payment offered, gives change if necessary, issues receipt, and deposits payments received, within a framework of explicit procedures and instructions and subject to minimal personal discretion
14. balances daily transactions
15. receives, verifies, and processes cash sales
16. performs other related duties as assigned

Level II: Customer Service Representative**4808**

Employees at this level are journey-level representatives who provide standard informational services to campus clients. They work under general supervision from higher level personnel.

A Customer Service Representative typically –

1. responds to complex inquiries (e.g., those involve approval from higher level personnel) in order to provide or clarify information on departmental services, policies, and procedures
2. researches complex inquiries using multiple sources for quality control concerns and solves problems on individual cases
3. composes complex correspondence and creates documentation/records
4. maintains record of customer interactions and transactions, recording details of inquiries, complaints and comments including any action taken
5. reports client feedback, identifies problems and trends, and suggests resolutions to higher level personnel
6. creates, updates, revises and retrieves records and files of average difficulty, which may include confidential materials
7. performs administrative support tasks such as proofreading and correcting errors, transcribing and keyboarding such as correspondence, narrative reports, operate office equipment calculators or computers
8. performs work related to the lower level in this series
9. performs other related duties as assigned

Level III: Customer Service Specialist**4809**

Employees at this level are senior associates who provide special assistance to clients or review and analyze client activities or attitudes; they may also supervise subordinate employees. They work under general supervision from higher level personnel.

A Customer Service Specialist typically –

1. resolves customer service complaints referred to them by lower level staff and communicates with clients by providing assistance on out-of-the ordinary matters or with complex situations
2. prepares reports on activities of assigned personnel and attitudes of campus clients; recommends departmental improvements to promote client participation
3. interviews, hires, trains, assigns, and reviews work and evaluates assigned staff
4. organizes quality customer satisfaction programs
5. serves as primary contact point for customers in various situations
6. serves as liaison between the unit, internal staff, external units, and outside agencies
7. answers questions requiring the application of regulations and procedures to specific problems or transactions
8. reviews documents to determine adequacy or acceptability of information needed
9. maintains awareness of organizational activities of impact to the unit; coordinates and expedites necessary actions
10. performs work related to the lower level in this series
11. performs other related duties as assigned

MINIMUM ACCEPTABLE QUALIFICATIONS REQUIRED FOR ENTRY INTO:

Level I: Customer Service Assistant

4807

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any combination totaling 18 months from the following categories:

- (a) responsible work experience in customer services, public relations, office administration, business and financial operations, healthcare administration or other closely related experience

or

- (b) college coursework as measured by the following conversion table or its proportional equivalent:
- 30 semester hours equals 1 year (12 months)
 - 60 semester hours equals 2 years (24 months)

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Customer service – Public Relations
(i.e., ability to deal with the public and clients in a friendly, positive manner to achieve customer satisfaction)
2. Grammar
(rules of composition, punctuation, etc.)
3. Clerical
(managing files and records, designing forms, managing inventory, etc.)
4. Reading Comprehension
(i.e., understanding written sentences and paragraphs in work related documents)
5. Time Management – Scheduling
(i.e., managing one's own time and the time of others)
6. Communication Skills
(i.e., ability to relay information in speaking so others will understand and to understand what others are saying)
7. Information Technology Skills
(word processing, spreadsheets, etc.)

Level II: Customer Service Representative

4808

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any combination totaling three (3) years (36 months) from the following categories:

- (a) responsible work experience in customer services, public relations, office administration, business and financial operations, healthcare administration or other closely related experience

or

- (b) college coursework which included courses in business administration, communications, public relations or similar area of study as measured by the following conversion table or its proportional equivalent:
- 30 semester hours equals 1 year (12 months)
 - 60 semester hours equals 2 years (24 months)
 - 90 semester hours equals 3 years (36 months)
 - 120 semester hours equals 4 years (48 months)

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Customer service – Public Relations
(i.e., ability to deal with the public and clients in a friendly, positive manner to achieve customer satisfaction)
2. Grammar
(rules of composition, punctuation, etc.)
3. Clerical
(managing files and records, designing forms, managing inventory, etc.)
4. Reading Comprehension
(i.e., understanding written sentences and paragraphs in work related documents)
5. Time Management – Scheduling
(i.e., managing one's own time and the time of others)
6. Communication Skills
(i.e., ability to relay information in speaking so others will understand and to understand what others are saying)
7. Information Technology Skills
(word processing, spreadsheets, etc.)

Level III: Customer Service Specialist

4809

CREDENTIALS TO BE VERIFIED BY PLACEMENT OFFICER

1. High school graduation or equivalent
2. Any combination totaling three (3) years (36 months) from the following categories:

- (a) responsible work experience in customer services, public relations, office administration, business and financial operations, healthcare administration or other closely related experience

or

- (b) college coursework as measured by the following conversion table or its proportional equivalent:
- 30 semester hours equals 1 year (12 months)
 - 60 semester hours equals 2 years (24 months)
 - 90 semester hours equals 3 years (36 months)
 - 120 semester hours equals 4 years (48 months)

3. One (1) year (12 months) of work experience comparable to that gained as a Customer Service Representative

KNOWLEDGE, SKILLS, AND ABILITIES (KSAs)

1. Customer service – Public Relations
(i.e., ability to deal with the public and clients in a friendly, positive manner to achieve customer satisfaction)
2. Grammar
(rules of composition, punctuation, etc.)
3. Clerical
(managing files and records, designing forms, managing inventory, etc.)
4. Reading Comprehension
(i.e., understanding written sentences and paragraphs in work related documents)
5. Time Management – Scheduling
(i.e., managing one's own time and the time of others)
6. Communication Skills
(i.e., ability to relay information in speaking so others will understand and to understand what others are saying)
7. Information Technology Skills
(word processing, spreadsheets, etc.)
8. Supervision
(i.e., ability to coordinate and oversee activities of subordinates)