

Specification for Class of

CUSTOMER SERVICES SPECIALIST 3

Abolished Effective June 1, 2005

Definition: In a designated customer service program, supervises a staff of two or more Customer Services Specialists. Resolves complaints, inquiries and client service problems from clients, customers, general public, State and Federal agencies. Interprets agency-related laws, policies and procedures.

Typical Work

Supervises and trains Customer Service Specialist and clerical staff;

Reviews and researches file documentation to resolve customer-related complaints; advises customer of proper procedures involved in appealing agency decisions;

Assists department customers by interpreting agency policies, procedures, and laws;

Responds to questions on all agency programs and how to access agency services;

Acts as a liaison between the customer and department divisions;

Using knowledge of department policies and procedures, provides public and customers with explanations on forms, pamphlets, and other materials;

Explains filing procedures and assists in completion of necessary forms;

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.

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; train employees.

Minimum Qualifications

One year as a Customer Services Specialist 2.

OR

A Bachelor's degree and one year of experience providing assistance to clients/customers regarding inquiries, complaints or problems.

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

New class: 4-12-91