



Customer Service Representative II

Salary Group: A11

Class Code: 0132

| <u>CLASS TITLE</u> | <u>CLASS CODE</u> | <u>SALARY GROUP</u> | <u>SALARY RANGE</u> |
|---|-------------------|---------------------|----------------------------|
| CUSTOMER SERVICE REPRESENTATIVE I | 0130 | A09 | \$23,781 - \$34,859 |
| CUSTOMER SERVICE REPRESENTATIVE II | 0132 | A11 | \$26,332 - \$41,355 |
| CUSTOMER SERVICE REPRESENTATIVE III | 0134 | A13 | \$29,439 - \$46,388 |
| CUSTOMER SERVICE REPRESENTATIVE IV | 0136 | A15 | \$32,976 - \$52,045 |
| CUSTOMER SERVICE REPRESENTATIVE V | 0138 | A17 | \$36,976 - \$58,399 |

GENERAL DESCRIPTION

Performs routine (journey-level) customer service work. Work involves providing external customer service support and receiving and responding to public inquiries for information and/or state services. Works under moderate supervision, with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Responds to customer inquiries and maintains customer accounts according to specific guidelines and procedures.

Communicates with the public in person, by telephone, by email or regular correspondence, by fax, or over the Internet.

Enters information into databases, processes letters to customers, and performs other general clerical services.

Reviews and routes mail and other correspondence.

May research information to solve customer service problems.

May prepare, interpret, and disseminate information concerning agency programs and procedures.

May receive and process applications and payments for state services.

May create and maintain activity logs, files, and reports on services.

May interpret and explain rules, regulations, policies, and procedures.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in customer service, clerical, or administrative support work. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of office practices and administrative procedures.

Skill in the use of standard office equipment and software.

Ability to respond to public inquiries in a timely manner; to implement administrative procedures; to interpret rules, regulations, policies, and procedures; and to communicate effectively.