



Customer Service Representative III

Salary Group: A13

Class Code: 0134

<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 complex (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 general supervision, with limited 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.

Researches information to solve customer service problems.

Prepares, interprets, and disseminates information concerning agency programs and procedures.

Receives and processes applications and payments for state services.

Creates and maintains activity logs, files, and reports on services.

Interprets and explains 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 and to evaluate their effectiveness; to interpret rules, regulations, policies, and procedures; and to communicate effectively.