



# Customer Service Representative V

Salary Group: A17

Class Code: 0138

<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
<b>CUSTOMER SERVICE REPRESENTATIVE V</b>	<b>0138</b>	<b>A17</b>	<b>\$36,976 - \$58,399</b>

## GENERAL DESCRIPTION

Performs highly-advanced (senior-level) customer service work. Work involves coordinating external customer service support and receiving and responding to public inquiries for information and/or state services. May serve as a lead worker providing direction to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

## EXAMPLES OF WORK PERFORMED

Responds to external customer inquiries and reviews customer accounts.

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

Coordinates and reviews the entry of information into databases and ensures letters and other correspondence to customers are accurately processed.

Coordinates the receipt and processing of applications and payments for state services.

Develops and reviews administrative or operating procedures and guidelines.

Develops and/or conducts training on customer service programs within an agency.

Evaluates customer service processes and procedures and resolves customer service problems.

Reviews activity logs, files, and reports on services.

Interprets and explains rules, regulations, policies, and procedures concerning agency programs and procedures.

May serve as the primary point of contact for a program or division.

May serve as a lead worker providing direction to others.

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 new systems and procedures and to evaluate their effectiveness; to interpret rules, regulations, policies, and procedures; to communicate effectively; and to serve as a lead worker providing direction to others.