



# Customer Service Representative

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
CUSTOMER SERVICE REPRESENTATIVE I	0132	A11	\$29,332 - \$44,355
CUSTOMER SERVICE REPRESENTATIVE II	0134	A13	\$32,439 - \$49,388
CUSTOMER SERVICE REPRESENTATIVE III	0136	A15	\$35,976 - \$55,045
CUSTOMER SERVICE REPRESENTATIVE IV	0138	A17	\$39,976 - \$61,399
CUSTOMER SERVICE REPRESENTATIVE V	0140	A19	\$45,244 - \$72,408

## GENERAL DESCRIPTION

Performs customer service work, providing external customer service support and receiving and responding to public inquiries for information and/or state services.

## 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, email, mail; or online.

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

Receives and reviews documents for completeness and accuracy.

Reviews and routes mail and other correspondence.

Researches information to solve customer service problems.

Performs related work as assigned.

## DESCRIPTION OF LEVELS

*Examples of work and descriptions are meant to progress through the levels. For example, an employee at a level V may also perform work listed within the previous levels.*

**Note:** Factors that may distinguish between levels include the degree of independence in performing the work, the complexity of the work, the scope of the responsibility, and the employee's related experience. Other factors may include the scope and nature of the program and/or procedure the employee supports.

**Customer Service Representative I:** Performs entry-level to routine customer service work. Works under close to moderate supervision, with minimal latitude for the use of initiative and

independent judgment. Employees at this level may also assist others in performing job duties of greater complexity.

**Customer Service Representative II:** Performs complex (journey-level) customer service work. Works under general supervision, with limited latitude for the use of initiative and independent judgment; may occasionally perform higher-level work or assist others in performing such work. Employees at this level may:

- Prepare, interpret, and disseminate information concerning agency programs and procedures.
- Receive and process applications and payments for state services.
- Create and maintain activity logs, files, and reports on services.
- Interpret and explain rules, regulations, policies, and procedures.

**Note:** A senior-level employee (levels III-V) may serve as a team lead; however, typically, this responsibility would be found at the IV or V level. Senior-level employees may perform the full range of work listed in the examples above and/or may oversee or coordinate that work for others. Factors that may distinguish between senior levels include the scope of responsibility and oversight, the nature and complexity of the work, and the employee's related experience.

**Customer Service Representative III:** Performs highly complex (senior-level) customer service work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment; may occasionally receive instruction or assistance as new, unusual, or unique situations arise and assist others in performing higher-level work. Employees at this level may:

- Coordinate the entry of information into databases and ensure letters and other correspondence to customers are accurately processed.
- Develop administrative or operating procedures and guidelines.
- Resolve complex customer service problems.
- Review activity logs, files, and reports on services.
- Review documents for accuracy and completeness.
- Provide training assistance on customer service programs within an agency.

**Customer Service Representative IV:** Performs advanced (senior-level) customer service work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Coordinate various customer service support work.
- Develop and conduct training on customer service programs within an agency.
- Evaluate customer service processes and procedures.
- Serve as the primary point of contact for a program, division, or department.
- Resolve highly complex customer service problems.

**Customer Service Representative V: (Added 9-1-2023)** Performs highly advanced (senior-level) customer service work. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Oversee and advise employees on responding to requests from customers.
- Identify opportunities for customer service related operational improvements and implement solutions.

- Respond to highly complex and escalated customer service problems and facilitate solutions.

## **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**

#### **For all levels**

- Knowledge of customer service 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 interpret rules, regulations, and policies; and to communicate effectively.

#### **Additional for Customer Service Representative III – V**

- Ability to implement and evaluate the effectiveness of new and current procedures and systems, and to provide guidance to others.