

**CUSTOMER SERVICE ASSISTANT**

*The following class specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.*

**DEPARTMENT:** County Manager's Office

**REPORTS TO:** Customer Service Manager

**CLASS SUMMARY**

Provides direct customer service in a front-desk general services environment by providing information to citizens and employees, directing them to appropriate service contacts and facilitating the resolution of complaints and queries.

**DISTINGUISHING CHARACTERISTICS**

The Customer Service Assistant is the first level of a two level customer service series. The Customer Service Assistant is distinguished from the Customer Service Manager by its responsibility for coordination of the comprehensive customer service program, formal supervision, and nature of contact.

**TYPICAL CLASS ESSENTIAL DUTIES**

- Provides direct front-desk customer assistance; directs and provides information to customers, and facilitates the resolution of customer complaints and queries.
- Maintains vigilance with respect to potential security problems, such as inappropriate behavior, and alerts and coordinates with management, security personnel, and/or law enforcement, as per established procedure, in the event of a security situation.
- Trains and supervises student interns, volunteers and temporary employees engaged in customer service activities. Trains and coordinates activities of regular employees involved in short-term customer service assignments.
- Maintains records of service desk transactions and prepares routine and ad hoc activity reports to management, as required. This may include using customer service software applications to track response to customer inquiries.
- May provide back-up and assistance to floor customer service staff, as appropriate to individual position objectives and requirements.
- May provide specified customer services in locations remote to the central office, as appropriate to the objectives and requirements of the individual position.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide seamless customer service.
- Provides administrative support for the County's customer service program.
- Assist with basic office functions such as, data input, filing, record keeping, answering telephones, etc.
- Performs other duties of a similar nature or level.
- Performs work during emergency/disaster situations.

**POSITION SPECIFIC DUTIES**

Does not apply.

**KNOWLEDGE AND SKILLS**

Knowledge of:

- Local government organization and services;
- Customer service principles;
- Modern office equipment.

Skill in:

- Providing courteous and informed assistance to the general public and employees;
- Being patient and attentive, listening to citizens and dealing with them politely;
- Remaining calm and being able to resolve potentially difficult situations and complaints;
- Presenting a professional image to the public in appearance and demeanor;
- Analyzing, diagnosing and solving problems;
- Maintaining confidentiality;
- Establishing and maintaining effective working relationships with the local, state and other officials, civic and business leaders, associates and the general public.
- Processing information received on one level and effectively converting it to fit target audience on a different level;

## **CUSTOMER SERVICE ASSISTANT**

- Communicating ideas effectively orally and in writing;
- Using computers and applicable software;
- Composing and preparing presentation materials, reports and correspondence;
- Conducting interviews, whether fact-finding or communicating information;
- Providing effective customer service;
- Communication, interpersonal relationships which can be effectively applied to a variety of contacts – commissioners, the public, department managers, and employees.

### **TRAINING AND EXPERIENCE**

#### **MINIMUM JOB REQUIREMENTS:**

High school diploma or GED; at least one year of customer service or public contact experience, preferably in local government

### **LICENSING/CERTIFICATION**

### **PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

Typically requires fingering, talking, hearing, seeing, and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

May be subjected to travel.

### **GENERAL INFORMATION**

FLSA Status: Non-exempt

Class Spec Established/Revised: E11/06