

CUSTOMER SERVICE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: This position works in the Constituent Service Navigator (CSN) division within the Ulster County Department of Information Services. The incumbent uses telephone and email communication to assist customers with various problems, questions, complaints and requests while diligently pursuing information and solutions. The work is performed in accordance with regulation and department policy and involves delivery of high quality service to community residents and businesses; making appropriate referrals; and, the processing and maintenance of a variety of forms and records, in support of the CSN Program. Work is performed under the general supervision of the CSN Assistant Project Director with leeway allowed to make independent decisions on routine issues. Supervision over subordinate personnel is not normally a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Receives and responds to a high volume of inbound calls and emails from community residents and businesses, following guidelines, policies and procedures established by the CSN Program;

Identifies constituent needs, clarifies information, provides solutions when possible or forwards calls to those who can;

Creates call tickets, service requests and provides the most up-to-date guidance and information available;

Recommends and connects constituents with available community services, programs and resources to address their needs;

Relays information to appropriate agency or department using Customer Relationship Management (CRM) technology;

Uses various procedures and forms for the collection and presentation of data;

Tracks status of customer problems; and, identifies to appropriate administrative personnel any long-standing problems;

Tracks the type and frequency of service requests and communicates information to the CSN Assistant Project Director;

Generates and uploads appropriate reports to the appropriate database;

Composes and distributes emails, forms and educational materials.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of community facilities, programs, services and

resources available to constituents; good knowledge of government organizational structures, operating procedures, requirements and goals; good knowledge of office terminology, procedures and equipment; good knowledge of data entry and the use of computerized databases; working knowledge of call center operations; ability to communicate effectively both orally and in writing; ability to secure the cooperation of others and to deal effectively with the public; ability to readily acquire familiarity with departmental organization, functions, laws, policies and regulations; ability to use automated office equipment; ability to relate well with others under stressful conditions; ability to follow oral and written directions; good judgment; initiative; tact and courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from an accredited college or university with a Bachelor's Degree; **OR**
- B. Graduation from an accredited college or university with an Associate's Degree and, two (2) years of experience involving public or client contact providing information or services; **OR**
- C. Graduation from high school, or possession of a high school equivalency diploma, and four (4) years of the above experience; **OR**
- D. An equivalent combination of training and experience as indicated above.

ULSTER COUNTY
2072 CS SVC REP
Classification: Competitive
Grade: 15
Union: CSEA

Adopted: December 23, 2021