

CUSTOMER SERVICE ASSISTANT**Nature of Work**

Under general supervision, performs difficult and responsible direct public contact work as the initial point of contact with customers seeking services and assistance related to agency programs. Greets customers in person or by phone, assesses the inquiry using knowledge of agency programs, regulations, policies and forms, provides the requested assistance or directs the customer to the appropriate staff or unit. Operates a variety of office equipment including telephone or switchboard console, telefax machine, computer console, copier and calculator. Issues a variety of public documents such as birth/death certificates, certificates of coverage, applications for licenses or benefits, claims forms, and quarterly reports. Uses a computer console to access database to verify claim/account information. May receive payment for copies of documents; receipts monies and deposits per established procedures. Opens, sorts and routes incoming mail; certifies and processes outgoing mail according to agency and US Postal Service regulations. Maintains logs or records of customers served. Performs related clerical work. Performs related work as required.

Examples of Work

- Greets customers, logs name and date of office visit; determines the nature of the inquiry or purpose of the visit.
- Receives telephone calls from customers, logs date and time of call; determines the nature of the inquiry; provides the requested information or routes call to appropriate staff for assistance.
- Provides copies of public documents such as birth/death certificates, applications for services or benefits, certificates of coverage or licenses.
- Uses a computer console to access database files to answer the inquiry or provide guidance to the customer.
- Screens, examines and verifies documents for accuracy or conformity to agency or program regulations, policies and procedures.
- May receive payment for documents/applications or monies owed; receipts monies held and deposits or secures monies according to agency regulations and procedures.
- Operates copier, fax machine and calculator; may be responsible for maintenance of office machines.
- May oversee the work of clerical employees in filing and maintaining agency records.

CUSTOMER SERVICE ASSISTANT (CONT'D)

Knowledge, Skills and Abilities

Knowledge of agency laws, regulations, policies and procedures.

Knowledge of agency programs, services and forms.

Knowledge of community resources and affiliated agencies.

Ability to operate a telephone console to handle high volume of calls.

Ability to effectively interact with and serve customers and to deal with angry or unpleasant customers in a calm and controlled manner.

Ability to use a personal computer to maintain records and to access database files.

Ability to maintain logs/records of unit activities.

Ability to establish and maintain effectively working relationships.

Ability to communicate effectively and persuasively to people from a wide variety of socio-economic backgrounds.

Minimum Qualifications

TRAINING: Graduation from a standard high school or equivalent.

EXPERIENCE: Three years of full-time or equivalent part-time paid experience in sales or public contact work.

Established: 02/21/02

Effective: 04/01/02