



June 2008

## **CUSTOMER SERVICE SPECIALIST**

### **DEFINITION**

Under general supervision, provides prompt, courteous, and reliable telephone service to internal and external customers at the City's main switchboard; obtains information to properly transfer or re-route calls to the appropriate department; accurately provides information to callers, which requires considerable knowledge of City and department services, policies, and procedures; performs skilled word processing, data entry, and typing; and performs other duties as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the Administrative Support Supervisor. Exercises no direct supervision over staff.

### **CLASS CHARACTERISTICS**

This is an experienced-level office support class that receives, screens, and processes all phone calls to the City. Incumbents work independently and exercise independent judgment, tact, and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the assigned function. This class is distinguished from the Administrative Specialist class series by its special technical knowledge and ability to operate the City's telephone switchboard and in that the administrative series provides a wide variety of routine to complex office administrative support to management, professional, and supervisory staff and performs technical support work related to the department to which assigned.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

*Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Operates a complex multi-line, computerized phone switchboard system; answers, screens, and directs calls to the appropriate department or individual; takes messages and relays pertinent information using electronic mail or transfers calls to voicemail as requested by the caller; provides general information on a wide variety of City services, policies, and procedures.
- Updates and monitors information relayed by way of various City communication equipment including the job line, after-hours recorder, and TDD for the hearing impaired.
- Provides basic telephone troubleshooting support to staff, advises City IT staff of problems and complaints in relation to equipment performance.
- Performs a variety of moderately complex administrative duties to support City operations.
- Types, edits, and proofreads a variety of documents including general correspondence, reports, memos, and statistical reports from rough draft, handwritten copy, verbal instructions, or from other material using a computer or typewriter; inputs and retrieves data and text for various City departments using a computer terminal.

- Opens, sorts, and distributes unidentified incoming mail and utility bills; disseminates internal communication bulletins and flyers.
- Gathers, assembles, updates, and distributes a variety of information, documents, forms, records, and data as requested; prepares and maintains a variety of databases and reports.
- Responds to the public and staff inquires regarding City policies, procedures, and timelines; explains and applies policies and procedures as required to assure timeline compliance; monitors timelines; resolves problems of a moderate complexity within areas of responsibility.
- Organizes and maintains various administrative, reference, imaging, and follow-up files; purges files in accordance with the records retention policy.
- Checks and tabulates standard arithmetic or statistical data; may summarize such information and prepare periodic numerical reports.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Operates a variety of standard office equipment, including job-related computer hardware and software applications, copiers, postage meters, facsimile machines, multi-line telephones, and transcription equipment; may operate other department-specific equipment.
- Maintains accurate records of work performed.
- Provides training of the phone switchboard to other administrative staff.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Use and operation of a computerized telephone switchboard system and basic troubleshooting techniques.
- Modern office administrative support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Applicable codes, regulations, policies, technical processes, and procedures.
- Business letter writing and the standard format for reports and correspondence.
- Principles and practices of data collection and report preparation.
- Business arithmetic and statistical techniques.
- Record keeping principles and procedures.
- Alphabetical and numerical filing methods.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

### **Ability to:**

- Operate a computerized telephone switchboard system.
- Quickly learn and retain information pertinent to the performance of assigned job duties.
- Work quickly and efficiently in order to process calls and incoming mail.
- Meet the public and represent the City in a professional manner.
- Perform responsible administrative support work with accuracy, speed, and general supervision.
- Provide varied and responsible office administrative work requiring the use of tact and discretion.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

- Interpret and apply administrative and City policies and procedures.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence and reports independently or from brief instructions.
- Understand and carry out oral and written directions.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12<sup>th</sup>) grade and three (3) years of varied administrative support experience preferably involving some public contact, including experience in operating computerized telephone switchboard systems, or two (2) years of experience equivalent to Administrative Specialist I at the City of Tigard.

**Licenses and Certifications:**

None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.