

 <p>STATE OF INDIANA CLASSIFICATION SPECIFICATION</p>	Class Title: Customer Service Representative		Class Code: 2TM6
	FLSA Status: Non-Exempt	Salary Schedule: PAT 6	Effective Date:
	Summary: Incumbent provides customer service to internal and external customers and the public. Incumbent provides courteous, timely, and accurate frontline customer service transactions to carry out the services of the agency;		

Duties:

- Provides courteous, timely, and accurate frontline customer service transactions and information;
- Provides clear, concise, timely, and accurate information to customers;
- Greets customers and provides guidance, information and direction to customer inquiries in a polite and courteous manner;
- Answers incoming calls, screens caller regarding the purpose of the call, and/or transfers to appropriate staff member or department;
- Tracks customer transactions and inquiries and may generate reports for management;
- Escalates complex or high profile customer inquiries to supervisor for review and evaluation;
- Researches information in order to provide answers to customer inquiries;
- Performs related duties as required.

Job Requirements:

- Knowledge of agency policies, programs and procedures in order to effectively respond and provide information to customers;
- Ability to interact and verbally communicate well with a variety of employees and customers, both on a one-on-one basis and in groups;
- Ability to present information to clients, customers and employees;
- Ability to write routine reports and operational correspondence;
- Ability to read and follow general policies and procedures;
- Ability to rationalize customer concerns;
- Ability to think logically in order to troubleshoot, analyze situations and make sound decisions;
- Ability to address customer complaints and conflicts in a professional and decisive manner;
- Ability to manage a multi-line phone during peak hours while maintaining a professional demeanor;
- Ability to effectively communicate both orally and in writing;
- Ability to maintain confidentiality;
- Ability to handle sensitive matters and remain calm and professional with irate customers;
- Ability to identify information for the purpose of tracking customer inquiries.

Difficulty of Work:

Incumbent must be familiar with agency policies, programs and procedures to effectively respond to customer inquiries. Work requires attention to detail in communicating both orally and in writing. The incumbent must understand and follow all applicable laws, regulations, and guidelines; and be able to communicate this information to the public. Judgment must be used in interpreting and applying the guidelines involved to various programs and procedures of the agency. Incumbent is required to independently research information regarding customer inquiries. Incumbent works independently with minimal supervision.

Responsibility:

Incumbent must be able to work independently and as part of a team. Incumbent must be able to manage multiple tasks effectively while maintaining a professional demeanor with customers. Established guidelines and procedures are available, if needed, in order to carry out duties in accordance with general work instruction. Incumbent is responsible for accuracy of records, files, forms, reports, and information disseminated to customers. Errors in work or faulty judgment can cause substantial

embarrassment and delays. Questions that may arise are discussed with supervisor at incumbent's discretion; otherwise, work is reviewed in terms of overall efficiency and smoothness of operations.

Personal Work Relationships:

Incumbent works with internal and external customers, agency staff and management, and the general public for the purposes of providing services, coordination, explanation, and information gathering and dissemination.

Physical Effort:

Incumbent must be able to sit at a workstation for the majority of his or her shift, must be able to verbally communicate with visitors, internal and external clients, and be able to physically record discussions and other information into the tracking system.

Working Conditions:

Work is performed in an office setting.