



STATE OF NEVADA
Department of Administration
Division of Human Resource Management

JOB SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
CUSTOMER SERVICE REPRESENTATIVE I	25	F	02.503
CUSTOMER SERVICE REPRESENTATIVE II	27	F	02.502
SENIOR CUSTOMER SERVICE REPRESENTATIVE	29	F	02.501
SUPERVISOR, CUSTOMER SERVICE REPRESENTATIVE	31	F	02.500

JOB SUMMARY

Customer Service Representatives perform customer support duties including receiving and responding to inquiries from the public, other State and outside agencies.

JOB DUTIES

CUSTOMER SERVICE REPRESENTATIVE I

1. Serve as first line of contact to customers via telephone, online, or in person.
2. Maintain data, records, and accounts.
3. Enter, update, verify, and correct information.
4. Review forms, ensure completion of documents.
5. Collect fees related to transactions.
6. Determine customers' requests, assess document validity, and provide information about programs and services.
7. Perform related duties as assigned.

CUSTOMER SERVICE REPRESENTATIVE II

1. Duties performed at the previous level, AND:
2. Explain and ensure compliance with federal and State laws, regulations, and policies and procedures.
3. Process determination notices.
4. Conduct interviews to elicit and record information.
5. Gather, research, make determinations, resolve issues, and communicate information.
6. Review and approve applications and licensing requirements.
7. Maintain confidential information.
8. Reconcile transactions.
9. Administer tests and process transactions.
10. Perform related duties as assigned.

SENIOR CUSTOMER SERVICE REPRESENTATIVE

1. Duties performed at the previous level, AND:
2. Review overpayment concerns and initiate recovery process.
3. Prepare and submit reports summarizing findings and supporting evidence.
4. Prepare and provide testimony.
5. Receive, review, and evaluate eligibility and appeal information.
6. Conduct workshops, training sessions, and orientations.

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7. Monitor calls to evaluate customer service and compile information.
8. Identify concerns, evaluate program processes, and recommend changes.
9. Monitor program activities and act as a liaison between the public, outside entities, and State agencies.
10. Conduct skills test.
11. Act as a team leader by assigning and reviewing work, training, and providing input to performance evaluations and discipline.
12. Perform related duties as assigned

SUPERVISOR, CUSTOMER SERVICE REPRESENTATIVE

1. Duties performed at the previous levels, AND:
2. Manage and oversee staff and programs.
3. Coordinate day-to-day program operations.
4. Recommend and implement corrective action plans to establish quality assurance, timeliness, and customer service goals.
5. Provide technical assistance to resolve issues.
6. Participate in the development of the work unit's budget.
7. Train, supervise, schedule, evaluate the performance of employees and other supervisory duties as appropriate for managing people.
8. Perform related duties as assigned.

ESSENTIAL QUALIFICATIONS

EXPERIENCE AND EDUCATION

CUSTOMER SERVICE REPRESENTATIVE I

Graduation from high school or equivalent education.

CUSTOMER SERVICE REPRESENTATIVE II

One or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

SENIOR CUSTOMER SERVICE REPRESENTATIVE

Two or more years of applicable experience as described in the job duties and graduation from high school or equivalent education.

SUPERVISOR, CUSTOMER SERVICE REPRESENTATIVE

Three or more years of applicable experience as described in the job duties with a minimum of one year supervisor experience preferred, and graduation from high school or equivalent education.

KNOWLEDGE, SKILLS, AND ABILITIES

(Includes knowledge, skills, and abilities required upon entry into position and trained after entry into position.)

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CUSTOMER SERVICE REPRESENTATIVE I

Knowledge of:

- Basic grammar and math to compile statistics and calculate required fees.
- Customer service; modern office practices, procedures, and equipment; recordkeeping and filing methods.

Skill in:

- In-person, telephone, and/or electronic customer service.
- Interpersonal and communication, both verbal and written.
- Use and operation of office and job-related equipment and software.

Ability to:

- Provide information and direction; make mathematic calculations; compare and verify information; understand and follow oral and written directions.
- Communicate both verbally and in writing to audiences of various social, educational, and economic backgrounds.

CUSTOMER SERVICE REPRESENTATIVE II

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Applicable federal and State laws, regulations, and agency policies and procedures.
- Standard business practices; writing letters and reports; preparing informational materials.

Skill in:

- Recordkeeping and interviewing techniques.
- Identifying fraudulent documents and verifying security features.
- Identifying and correcting data discrepancies and omissions.
- Reviewing and evaluating information from various sources and responding to requests for information.
- Performing research, information retrieval, and report preparation.

Ability to:

- Maintain a positive and professional attitude towards customers; interact with customers from varying social, economic, educational, and cultural backgrounds.
- Respond to and prioritize multiple phone calls and other requests or interruptions.
- Maintain confidential records.
- Evaluate and respond to complaints; handle stressful situations and difficult customers in a calm and professional manner.

SENIOR CUSTOMER SERVICE REPRESENTATIVE

Knowledge, skills, and abilities required at the previous levels, AND:

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Knowledge of:

- Hearing and/or appeal processes applicable to the assigned program.

Ability to:

- Account maintenance; use databases and payment and billing systems; records management principles and practices.
- Research and resolve issues; interpret, apply, and advise on State laws and policies related to assigned program.
- Review work products for quality, quantity, and timeliness; analyze information, problems, situations, practices, or procedures to define objectives, identify relevant concerns, formulate logical conclusions, and recognize alternatives and their implications.

SUPERVISOR, CUSTOMER SERVICE REPRESENTATIVE

Knowledge, skills, and abilities required at the previous levels, AND:

Knowledge of:

- Principles and practices of supervision and training.

Ability to:

- Lead and motivate a diverse staff, set clear goals, delegate tasks effectively, and foster a positive and inclusive work environment.
- Resolve conflicts and mediate, negotiate, and exchange ideas, information, and opinions with employees, customers, or agencies; diffuse hostile situations respectfully and tactfully.

SPECIAL REQUIREMENTS

1. A valid Nevada driver's license may be required at the time of appointment and as a condition of continuing employment.
2. Some positions may require certifications, designations, or licensures at the time of appointment and as a condition of continuing employment.
3. Some positions may require pre-employment screening for controlled substances.
4. The State of Nevada may require applicants to consent to a background check, which includes a review of criminal and employment history. This review does not necessarily eliminate the candidate from the possibility of employment. The results of the background check may be used to assess eligibility for the position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

PHYSICAL, ENVIRONMENTAL, AND OTHER REQUIREMENTS for the position with or without accommodation.

*Indicate the type of **physical effort** which is essential to the successful performance of this job:*

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(Check all that apply)

- | | | | | |
|---|--|--|--|---|
| <input checked="" type="checkbox"/> standing | <input type="checkbox"/> running | <input checked="" type="checkbox"/> lifting, 20 lbs | <input checked="" type="checkbox"/> observing | <input checked="" type="checkbox"/> turning |
| <input checked="" type="checkbox"/> walking | <input checked="" type="checkbox"/> bending/stooping | <input checked="" type="checkbox"/> carrying, 20 lbs | <input type="checkbox"/> tasting | <input type="checkbox"/> throwing |
| <input checked="" type="checkbox"/> balancing | <input checked="" type="checkbox"/> sitting | <input checked="" type="checkbox"/> pushing, 20 lbs | <input checked="" type="checkbox"/> kneeling | <input checked="" type="checkbox"/> hearing |
| <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> reaching | <input checked="" type="checkbox"/> pulling, 20 lbs | <input checked="" type="checkbox"/> stretching | <input type="checkbox"/> smelling |

Indicate any other requirements which are essential to the successful performance of this job:

(Check all that apply)

- | | |
|---|--|
| <input checked="" type="checkbox"/> Ability to communicate on the telephone (hearing) | <input checked="" type="checkbox"/> Ability to understand technical manuals |
| <input checked="" type="checkbox"/> Ability to speak | <input checked="" type="checkbox"/> Ability to work amicably with co-workers |
| <input checked="" type="checkbox"/> Ability to write legibly in English | <input checked="" type="checkbox"/> Ability to learn tasks in a reasonable amount of time |
| <input checked="" type="checkbox"/> Ability to read instructions and numbers in English | <input checked="" type="checkbox"/> Ability to follow supervisor's instructions |
| <input checked="" type="checkbox"/> Ability to complete tasks with numerous interruptions | <input checked="" type="checkbox"/> Regular attendance at meetings with both team members and external parties as appropriate, in the State of Nevada offices as well as offsite locations, which may include enclosed office spaces and/or outdoor field job site locations. Supervisor positions may include conducting and leading meetings |

Please note this section is for the sole purpose of complying with the ADAAA " Americans with Disabilities Act Amendments Act" and is not to be construed to include all team members employed in each job classification. The Employer reserves the right to change the requirements of each job as changes in business and/or technology dictate.

The State of Nevada is an equal opportunity employer dedicated to building diverse, inclusive, and innovative work environments with employees who reflect our communities and enthusiastically serve them. All applicants are considered without regard to race, color, national origin, religion or belief, age, disability, sex, sexual orientation, gender identity or expression, pregnancy, domestic partnership, genetic information (GINA), or compensation and/or wages.