

INTERNAL APPLICANTS ONLY



Job Title:	Customer Service Specialist	Job Requisition #:	2k17-04-19
Department:	Assessor's Office	Status:	Classified
Revised Date:	1/18/2017	Job Code:	920
Union Code:	Non-represented	Handles Confidential Info:	Yes
First Day to Apply :	04-21-2017	Entry Wage:	\$10.8622 - \$12.220/ hourly
Last Day to Apply:	04-28-2017	Work Schedule:	8 a.m. – 5 p.m. M-F

GENERAL PURPOSE: Under close supervision, performs assigned support work providing information and services to external customers within a highly visible, high volume customer service area of Sandoval County; provides general clerical support work at a counter, teller window, or over the telephone; provides the public with explanations and interpretation of policies and procedures; assists with a variety of forms; maintains a variety of routine accounts or logs associated with area of assignment; operates a computer and/or calculator and types various forms and logs; performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Education and Experience:

- High School Diploma/GED Certificate and three months of basic clerical support and bookkeeping experience that includes data processing, cashiering, and exposure to customer service functions.

Required Licenses or Certifications:

- Valid New Mexico Drivers License

SUPERVISION RECEIVED AND EXERCISED:

Supervisor varies by position does not exercise supervision over lower level staff.

ESSENTIAL JOB FUNCTIONS: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

In area of assignment:

- Meets and greets visitors to the department; responds to questions or requests as appropriate; explains information to the public, including requirements related to County policies and procedures; correct forms to be filled out; and explains the process for obtaining various licenses, certificates, registrations, and forms.
- Operates a variety of office equipment including copy machine, calculator, computer, scanner, facsimile machine, and computer peripheral equipment.
- Directs individuals to various locations including other governmental agencies, as needed; and takes messages and/or refers individuals to other staff within their assigned area or in other County departments.
- Creates and updates records; corrects data as appropriate; registers participants for programs and/or permits; files and retrieves information via hardcopy and/or electronically.
- Accesses, navigates, and performs on-line updates to automated applications or utilizes various computer applications to accomplish work; assists individuals in completing applications and various forms by answering questions or filling in responses; distributes and accepts applications and forms at a

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public counter, checking for completeness, accuracy and timeliness; returns, approves, and accepts forms such as applications, registrations, forms, and complaints; and answers public questions related to procedures and policies.

- Creates and updates files, statistical logs, and other documents with current information; reviews and verifies accuracy and completeness of a variety of information and records to include documents; and performs basic research or investigation to determine or verify information.
- May schedule appointments; processes daily mail; scans documents, creates file and stores documents; maintains records and files; types informational documents, forms, and statistical data; and develops basic letters, memos, and reports in assigned area.

Required Knowledge of:

- Operational characteristics, services, and activities of assigned area and department, including business/industry principles and practices related to work assigned.
- Basic office practices such as basic math, typing and related duties.
- Basic accounting principles and practices.
- Automated accounting and other on-line tracking systems.
- Basic techniques in data verification and data entry and proper coding of documents.
- Record keeping practices.
- Principles of customer service and public relations.
- Basic research methods and report presentation.
- Arithmetical computations adequate to correctly perform work.
- Effective communication principles and practices including oral and written communication.
- Modern office procedures, methods, and equipment including computers, computer applications such as word processing, spreadsheets, and statistical databases.
- English usage, spelling, grammar, and punctuation.

Required Skill in:

- Operating automated accounting and tracking systems and general office equipment.
- Identifying and reporting discrepancies.
- Analyzing and interpreting accounting reports.
- Preparing basic informative and statistical reports.
- Computing rapid and accurate arithmetical computations.
- Gathering data and verifying information.
- Responding to inquiries or complaints from customers or members of the business community.
- Working with equipment, tools, and materials required in area of assignment.
- Communicating effectively verbally and in writing, including public relations and customer service.
- Establishing and maintaining effective working relationships with employees, other agencies, and the public, including meeting and dealing tactfully with the public.
- Utilizing personal computer software programs and other relevant software affecting assigned work and in compiling and preparing spreadsheets.
- Interpreting policies and procedures sufficient to discuss and explain them.

Physical Demands / Work Environment:

- Work is performed in a standard office environment and is generally sedentary in nature.
- Essential and supplemental functions may require maintaining physical condition necessary for sitting, walking or standing for prolonged periods of time, stooping, and lifting books or files of approximately 25 pounds or less.
- Work frequently involves extended periods of time viewing a computer monitor and operating a keyboard.
- Work frequently requires speaking, hearing and utilizing a phone, calculator, cell phone, copier or fax machine.
- Occasionally may be exposed to infectious diseases when dealing directly with members of the public or in public settings.

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- Occasional exposure to varied environments and occasional exposure to extreme weather conditions and potential physical harm while traveling to meetings, training, or when performing related job duties.

I _____(Print Name) have reviewed the above job description and understand that the Essential Duties describe only the general nature, level, and type of work performed by the incumbent(s) assigned to this classification and are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. I understand the demands and expectations of the position as described above and to the best of my knowledge believe that I can perform these duties with or without reasonable accommodation.

Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

Employee Signature

Date