

**MONTGOMERY COUNTY GOVERNMENT
ROCKVILLE, MARYLAND
CLASS SPECIFICATION**

**Code No. 000878
Grade 16
FLSA Code: N**

CUSTOMER SERVICE REPRESENTATIVE II*

DEFINITION OF CLASS:

Incumbents in this class perform a variety of record keeping, general clerical, transaction processing, and public contact and customer service work over the telephone and/or at a public counter; and direct information requests according to established standards and procedures concerning services and programs provided through the County or private agencies.

DISTINGUISHING CHARACTERISTICS:

This is the journey-level class in the Customer Service series where an incumbent independently addresses a diverse range of problems and select from a variety of alternatives. The Customer Service Representative II class is distinguished from the Customer Service Representative I in that the latter is the entry-level class in the Customer Service series where incumbents would lack a complete knowledge of unit procedures and standards, and not yet able to perform the full range of duties without immediate supervision. Positions in this class are flexibly staffed, and are usually filled by advancement from the lower-level class of Customer Service Representative I. This class is distinguished from the Customer Service Representative Leader in that the latter is the advanced journey level class in the series and is considered the technical expert of the series providing direction to other staff.

MAJOR DUTIES:

This job class covers two types of work: (1) the receipt and processing of non-emergency telephone calls directed to the MC311 Customer Service Center (which involves collecting and disseminating referral and resource information), or (2) the receipt and processing of requests from the public for department/agency administrative services, field operation and related programs.

EXAMPLES OF DUTIES: (Illustrative Only)

MC311

- Provides callers with information about and referral to public and private service agencies normally limited to Montgomery County and the immediate vicinity.
- Provides callers with information about and referral to public and private service agencies normally limited to Montgomery County and the immediate vicinity.
- Answers questions and provides suggestions to customers as to how best the clients' problems can be resolved or questions answered.
- Responds to the complex inquiries referred from the County Executive's Office.
- Develops and updates accurate resource information of public and private agencies, their mode of operation and the services they provide.
- Collects, develops, verifies, and classifies available information to produce resource publications.
- As received, promptly refers emergency calls to 911 emergency services.
- Operates Maryland Relay 711 equipment to communicate with the hearing-impaired.

- Publicizes the services of the office for resident knowledge and provides training on community services to other departments and agencies.
- Records and maintains records of telephone exchanges in accordance with established procedures.
- Maintains and reports record of work performed to account for needs of the public and periodically follows up selected referral cases.
- Makes inquiries and investigates to determine if unknown types of services are available.
- Prepares informational materials in support of the information and referral services provided.
- Performs other related duties.

Animal Services

- Greets and serves customers requiring information to the public about the animal services program via telephone or face-to-face. Explains the adoption and licensing processes; counsels and schedules owner- requested euthanasia; refers citizens as necessary to outside sources for services such as crematoriums.
- Receives animals; manages lost and found animals; returns animals to owners.
- Receives, reviews and processes applications for pet licenses and adoption; processes and reconciles payments and prepares paperwork for deposit; sends notifications on expiring license. Contacts local H.O. A's and property managers about licensing compliance issues.
- Coordinates meetings and participates in outreach activities. Represents the division at rabies clinics, adoption fairs, etc.
- Assists County officers, Gaithersburg City and Rockville City staff, and ECC Operations with ongoing calls for service; looks up and relays pertinent animal and owner information; monitors call taking systems and maps; and enters call data and reports into the Chameleon system or similar database system.
- Writes vet slips for potentially sick shelter animals. Notifies staff when animals need to be quarantined and lab services are required.
- Collects and maintain information on visitors to the facilities, licensing sales, lost and found animals, lab activities, animal attacks, etc. Compiles evidence and other information for court hearings. Files and processes lost animal reports, complete animal bite reports.
- Operates a cash register, counts money, makes change, processes payments, reconciles register and sales activities and send transmittals to accounts receivable, etc.
- Coordinates volunteer services: verifies volunteers are logged in and out; monitors access to the building, facilitates communication between volunteers and staff, monitors volunteer activities for compliance with animal services procedures.
- Orders supplies and custom documents.
- Performs other related duties.

KNOWLEDGE, SKILLS AND ABILITIES:

(The knowledge, skills and abilities listed in this specification are representative of the class but are not an all-inclusive list.)

MC311

Knowledge of:

- In-depth (Tier 2) services provided by Montgomery County Government and the local public and private human service agencies.

Skills in:

- Providing direct customer service assistance to residents with varying backgrounds and problems including skill in understanding verbal and written information (e.g., instructions, descriptions, and ideas) and to express such information verbally and in writing so that others will understand.
- Problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- Collecting and organizing information.

Ability to:

- Operate a multi-button telephone, personal computer, photocopier, equipment similar to the Maryland Relay system, and other office automation equipment appropriate to the requirements of the position.
- Work effectively under minimal supervision.
- Work under pressure and maintain emotional self-control during peak periods, emergencies, and other situations.
- Understand and evaluate the seriousness of the issue which has caused a resident to inquire about available services.
- Deal tactfully, effectively, and equitably with people.
- To work varying shifts.

Animal Services

Knowledge of:

- Laws and policies addressing Animal Services activities including organization, procedures and operating details of County procedures and practices concerning pet licensing, adoptions, animal seizure, dead animals, animal bites, lost animals, found animals, unique animal related incident reports.
- Community resources available to the division staff and the public.
- Animals typically found in the County and encountered by division staff and the public.
- Directories, manuals, specialized computer systems and databases, such as Chameleon Shelter Operating Software or similar software, PNC Bank, Converge Virtual Merchant.

Skills in:

- Applying the requirements, capabilities, and user techniques for a computer-aided dispatch system, mutual aid radio system, computerized phone system, and mapping systems located at call taking and dispatcher work stations.
- Communicating and understanding verbal and written information and to express such information verbally and in writing so that others will understand.
- Handling intense and complex situations involving individuals who are acting irrational or abusive.
- Problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- Collecting and organizing information.
- Reconciling registers daily and perform basic accounting.
- Assessing maps, as assigned including geographic information systems (GIS), parcel, subdivision, etc.

Ability to:

- Quickly receive, to comprehend, and to relay information from and to a variety of sources, individuals, and situations, and to prioritize, to organize, and to multi-task simultaneous actions.
- Perform concurrently multiple customer service related duties.
- Use a variety of business software applications in order to complete assigned duties in a timely manner.

SUPERVISORY CONTROLS:

An employee in this class, working under general direction from their supervisor, (1) receives incoming telephone calls from citizens, identifies problems, and researches various information and referral materials/documents to provide necessary information and/or to make appropriate referrals, and follow up, or is assigned specialized continuous projects such as computerized data collection including verifying and classifying information, report preparation, maintenance of a resource data base, and/or publicity and sales of informational material; or, (2) provides administrative support and call taking services to include the preparation and processing of applications, animal bite and quarantine reports, maintenance of information, fiscal record keeping and reporting, purchasing, etc.

GUIDELINES:

Work requires extensive knowledge of County Government and other public agencies' organizations and operations, private and non-profit service groups, and community resources, and the judgment to select and apply established guidelines. Due to the diversity of subject matter, employees in this class exercise independent judgment to develop new approaches to facilitate the resolution of the problem/complaint. Employees document exchanges in accordance with established procedures.

COMPLEXITY:

The complexity of the work is derived from the employee's responsibility to assess the customer's request for assistance/service and determine the most appropriate course of action. The complexity is further impacted by circumstances of an intense or complex nature requiring a wide range of knowledge and skills to resolve.

SCOPE AND EFFECT:

The impact of work performed by employees in this class is realized by the immediate and prompt response to and resolution of citizens' problems and complaints. The work is evaluated by assessing the appropriateness of services or guidance provided, the accuracy of information given and the overall results of assigned tasks or projects.

CONTACTS:

Contacts are with County Government employees at all levels, the general public, and with employees of public and private service agencies for the purpose of gathering resource information, identifying, and resolving problems and/or making appropriate referrals.

PUBLIC SERVICE /ASSISTANCE:

Public service and assistance is provided by employees in this class on demand for a short period of time and involves detailed questioning of the caller to determine the nature of assistance required.

WORK ENVIRONMENT:

The work is performed primarily in an office environment, but may be performed in an environment where minor discomforts or unpleasantness exist (i.e., workers may be subjected to some risk associated with office support or call center activities).

HAZARDS:**All Positions:**

The work involves exposure to abusive, aggressive, and unpredictable behavior from clients or the general public in a work location that may be unrestricted to the public. The hazards encountered may result in injuries or disease that typically can be controlled through proper safeguards and/or procedures.

Animal Services:

Employees in this class are exposed to hazardous conditions, such as working with animals that could be ill, aggressive, injured or rabid requiring the use of special equipment and/or adherence to special precautions. This requires the ability to work with animals, some of which are ill, aggressive, injured, rabid, or unwieldy.

PHYSICAL DEMANDS:

The employee experiences long periods of sitting, listening, and talking, and the use of fingers to operate a multi-button telephone, as well as the lifting of objects from 20 to 50 pounds.

MINIMUM QUALIFICATIONS:

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

Experience:

MC311:

Two (2) years of experience providing direct customer service to the public (e.g., Tier 2 queue work), one (1) year of which must have been with the Montgomery County Government.

Animal Services:

Three (3) years of increasingly responsible experience performing a wide variety of general clerical, reception, public contact, and public service work, providing information and/or directing request over the telephone and at a public counter, including at least one (1) year working in an animal care environment.

Education All Positions:

Completion of high school or High School Certificate of completion recognized in the State of Maryland.

Equivalency All Positions:

An equivalent combination of education and experience may be substituted.

LICENSE REQUIREMENT: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of six (6) months, during which time performance will be carefully evaluated. Continuation in this class will be contingent upon successful completion of the probationary period.

MEDICAL EXAM PROTOCOL: Limited Core Exam.

PROMOTION POTENTIAL: This is the budget level class for the series.

SUPERVISION EXERCISED: Positions in this class are non-supervisory.

CLASS SPECIFICATION HISTORY:

Class Established: August 2011

Revised: August 2013

October 2014

Revised: format, include Animal Services Division in series: January 2018