

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

**Code No. 000879
Grade 13
FLSA: N**

CUSTOMER SERVICE REPRESENTATIVE I

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 entry-level class in the Customer Service series. Incumbents perform duties similar to a Customer Service Representative, but would lack a complete knowledge of unit procedures and standards, and not yet able to perform the full range of duties without immediate supervision. This class may be used as a training class for flexibly staffed positions. This class is distinguished from the Customer Service Representative II in that the latter is the journey level class in the series, and upon appointment to the higher-level class requires performing the full range of duties for the class. The incumbent works with greater independence, and has responsibility for intermediate to moderately difficult and complex duties.

MAJOR DUTIES:

Customer Service Representative I's perform customer service work providing assistance by telephone and/or face-to-face to residents, members of civic and community groups, and others concerning services and programs provided by public and private agencies. 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 and provision of program administrative support to a department/agency staff.

EXAMPLES OF DUTIES: (Illustrative Only)

MC311

- Receives telephone calls and provides callers with information about public and private service agencies normally limited to Montgomery County and the immediate vicinity.
- Listens to the caller's question, asks relevant questions for clarification as necessary, evaluates the information obtained, and provides the appropriate response in accordance with specific instructions and training.
- Exercises knowledge of such subjects as customer service standards and procedures; call processing procedures and techniques; equipment operation; County Government and related organizations' missions, operating procedures, and points of contact.
- As received, promptly refers emergency calls to 911 emergency services.
- Operates Maryland Relay 711 equipment to communicate with the hearing-impaired.
- Records and maintains records of telephone exchanges in accordance with established procedures.
- Performs other related duties.

Animal Services

- Greets and serves customers requiring information about the animal services program via telephone or face-to-face.
- 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.
- Assists in the coordination of meetings and participates in outreach activities, rabies clinics, adoption fairs, etc.
- Assists County officers, and Gaithersburg City and Rockville City staff, with ongoing cases; looks up information and relays to officers in the field.
- May write 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. Files and processes lost animal reports, complete animal bite reports. Assists in the compilation of evidence and other information for court hearings.
- Operates a cash register, counts money, makes change, processes payments, reconciles register and sales activities and send transmittals to accounts receivable, etc.
- Assist in the coordination of volunteer activities: verifies volunteers are logged in and out; monitors access to the building, 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:

- The operation of a multi-button telephone, personal computer, photocopier, TTY machine, and other office automation equipment appropriate to the requirements of the position.

Skills in:

- Computer keyboard, typewriter and 10-key calculator.
- Working as part of a team.
- Phone skills and diplomacy.
- Computer and Internet searches.

Ability to:

- Provide direct customer service assistance to residents and to communicate effectively in English to provide direct information and referral assistance to clients with varying backgrounds and problems.
- Collect and organize information materials.
- Understand and evaluate the seriousness of the issue which has caused a client to inquire about available services.
- Work under pressure in a call center environment.
- Exercise judgment, courtesy, and tact in responding to the inquiries of the public.
- Deal effectively and equitably with people.
- Work varying shifts.

Animal Services

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Modern office practices, procedures and equipment, including filing systems.
- Basic operations of a multi-button telephone, personal computer, photocopier, TTY machine, and other office automation equipment appropriate to the requirements of the position.
- Exposure to practices related to the operation of an animal shelter including pet licensing, and adoptions.

Skills in:

- Operating word processing, microcomputer, and other office automation equipment and software applications.
- Basic math to reconcile registers daily and perform basic accounting.
- Communicating and understanding verbal and written information and to express such information verbally and in writing so that others will understand.
- Dealing tactfully with people and to put them at ease.
- Problem solving to select, organize, and logically process relevant information (verbal, numerical or abstract) to solve a problem.
- Collecting and organizing information.
- Typing to ensure that documents and information are provided in a timely manner and in a form that a supervisor or other more experienced employee can easily understand.

Ability to:

- Exercise tact, judgment and patience in dealing with the public, staff and client departments.
- Be flexible with changes in policies and procedures
- Work under pressure.
- Use good judgment in the application of County policies, regulations and procedures relative to assigned division.
- Learn to perform concurrently multiple customer service related duties.

SUPERVISORY CONTROLS:

Working under general supervision of the supervisor or a more experienced employee, the employee (1) receives incoming telephone calls from citizens, identifies problems, and researches various written information and referral materials/documents to provide necessary information and/or to make appropriate referrals, and follow up; or, (2) provides administrative support – such as preparing and processing applications, maintaining information, fiscal record keeping and reporting, purchasing, etc. – for program activities.

GUIDELINES:

Work requires knowledge of County Government departments' and agencies' organizations, missions, operations, and community resources learned by experience on the job. Employees in this class are responsible for assessing requests for assistance and determining the most appropriate course of action, selecting, and applying established guidelines and documenting exchanges

COMPLEXITY:

Due to the diversity of subject matters confronted, employees in this class may consult with more experienced staff on complex issues; however, as the employee gains more knowledge and skills, the employee is expected to exercise independent judgment to facilitate the resolution of problems/complaints presented.

SCOPE AND EFFECT:

The impact of work performed is realized by the immediate and prompt response to and resolution of residents' problems and complaints. The work is closely monitored by the supervisor or a more experienced employee for the appropriateness of services provided, the accuracy of information given and the overall results of assigned projects.

CONTACTS:

Contacts are with County Government employees at all levels, the public, and with employees of public and private service agencies to gather information, identify and resolve service issues, and/or make 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 requester 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 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:**

One (1) year of responsible experience performing a wide variety of general clerical, public contact, and customer service work providing information and/or directing request over the telephone and at a public counter.

Animal Services: Two (2) years of office support experience dealing with administrative matters, customer accounts, and experience in the use of computers and general office equipment.

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:

May be promoted to Customer Service Representative II after three (3) years of experience equivalent to a Customer Service Representative II, demonstration of journey level knowledge, skills, and abilities, successful completion of the of all required training and certifications, and recommendation of the appointing authority.

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