

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

**Code No. 000882
Grade 11**

CUSTOMER SERVICE REPRESENTATIVE TRAINEE

DEFINITION OF CLASS:

This is entry and developmental work intended to equip an employee with the knowledge, skill, and ability necessary to provide assistance to the general public by receiving and processing non-emergency telephone calls directed to the MC311 Customer Service Center. Work involves training in collecting and disseminating referral and resource information. Contacts generally are with shift supervisory staff and other employees within the Customer Service Center. Public service and assistance is provided employees in this class on demand for a short period of time and may involve detailed questioning of the caller to determine the nature of assistance required.

An employee in this class, working under close supervision, receives incoming telephone calls from citizens, identifies straightforward topics, obtains and provides the requested information and/or makes the appropriate referral. In accordance with established procedures and specific instructions, records the exchange as specifically directed. In some cases, it may be necessary to provide follow-up; however, in such cases the supervisor provides detailed instructions until the employee gains the necessary experience to act independently. Work requires the employee to transmit basic, readily available information about County departments and agencies and their programs, operations and personnel to callers as necessary. The employee receives training in exercising judgment in selecting and applying established guidelines. Due to the diversity of subject matter encountered, the employee receives specific initial on-the-job training in order to resolve the problems, complaints or questions encountered. The complexity of the work is derived from the employee's responsibility to assess the caller's request for assistance/service and determine the most appropriate course of action. The impact of the work performed by the employees in this class is realized by the immediate and prompt response to and resolution of citizens' problems, complaints and questions. Work is performed in accordance with established procedures and requires long periods of sitting, listening and talking and the operation of a multi-button telephone and related equipment. Shift work is required. The work is evaluated by supervisory assessment of the appropriateness of services provided, accuracy of information given and the overall results of assigned work. One objective of such close supervisory oversight is to assess the employee's ability to perform at the next higher level.

EXAMPLES OF DUTIES: (Illustrative Only)

- Under initially close supervision, 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.
- Receives on-the-job and/or classroom training on such topics 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 Tele-Typewriter (TTY) machines and/or other assistive devices for the hearing-impaired.
- Records and maintains records of telephone exchanges in accordance with specific, established procedures.
- Performs follow-up duties as directed and required.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to understand and follow instructions.
- Ability to communicate effectively in English; understand verbal and written instructions in order to ascertain and provide information to callers with varying backgrounds, diversity, issues and problems.
- Ability to operate a multi-button telephone, personal computer, TTY machines, and other office automation equipment.
- Ability to exercise good judgment, courtesy and tact in responding to a wide variety of inquiries.
- Ability to deal effectively and equitably with people.
- Ability to work varying shifts.

MINIMUM QUALIFICATIONS:

Experience: Six (6) months in a customer service call center environment.

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

Equivalency: None.

LICENSE: 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.

Class Established: January, 2010

Revised: April, 2010

September, 2010

August, 2012

August, 2013

June, 2014

October, 2014