

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

**Code No. 100875
Grade 18**

CUSTOMER SERVICE REPRESENTATIVE LEADER

DEFINITION OF CLASS:

This is lead level customer service work over employees providing assistance by telephone to residents, members of civic and community groups and others concerning available services and programs provided by public and private agencies. The work led involves receiving and processing non-emergency telephone calls directed to the MC311 Customer Service Center. Work also involves collecting and disseminating referral and resource information. Contacts are with County Government employees at all levels, the general public, employees of public and private service agencies for the purpose of gathering resource information, identifying and resolving problems and/or making appropriate referrals, and all levels of Call Center personnel. As necessary due to workload issues, 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.

An employee in this class, working under general supervision, provides guidance to subordinate employees who receive incoming telephone calls from residents, identifies problems, and researches various written information and referral materials/documents to provide necessary information and/or to make appropriate referrals; follows up when necessary. Employees in this class, as recognized experts in the MC311 call-taking function, are responsible for independently planning, overseeing, and carrying out the work. They are authorized to resolve most of the conflicts presented to them by lower-level unit personnel, and coordinate the work as needed within and outside the unit. An employee in this class may also be 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, researching and responding to high level, politically-sensitive inquiries from within and outside County government. 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. Employees document exchanges in accord with established procedures. Due to the diversity of subject matter, employees in this class exercise independent judgment to develop new approaches to facilitate the resolution of the presenting problem/complaint.

The complexity of the work of this class is derived from its requirement for providing guidance, coaching and mentoring to lower level workers and solving problems and making decisions on non-routine or unusual cases. Working in the MC311 environment requires simultaneous balancing of operational, technological and performance management skills and abilities. In addition, recommending changes in procedures requires the employee to look at issues in depth, and to anticipate potential actions and reactions. The impact of work performed by employees in this class is realized by the immediate and prompt response to and resolution of residents' problems and complaints. The work requires long periods of sitting, listening and talking, and the use of fingers to operate a multi-button telephone. The work is evaluated by supervisory assessment of the appropriateness of all aspects of the

overall leadership provided to lower-level Center employees, services provided to the public when necessary, the accuracy of information given, and the overall results of assigned work.

EXAMPLES OF DUTIES: (Illustrative Only)

- Leads and participates in the daily operations of segments of the MC311 Call Center's operations.
- Passes on instructions from higher level management to subordinates.
- Assesses and provides input on subordinates' performance evaluations.
- Answers subordinates' questions, guides, instructs, and coaches personnel.
- Performs quality control checks, and coordinates resolution of quality control issues with subordinates and higher level unit management.
- Coordinates the collection unit data and preparation of a variety of periodic and special reports.
- 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 Tele-Typewriter (TTY) machines and/or other assistive devices for 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 follow-up and related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Thorough knowledge of Montgomery County Government information and services.
- Thorough knowledge of MC311 Policies and Standard Operating procedures.
- Customer service skills, including telephony and CRM systems and soft skills.
- Communications skills, both written and presentation in face-to-face, one-on-one settings, in group settings, or using a telephone.
- Analytical skills and ability to use spreadsheets, proprietary databases, and the Internet.
- Ability to adapt in different situations.
- Ability to work independently and meet established goals.
- Ability to coordinate the execution of training plans.
- Ability to work on concurrent projects without sacrificing quality.
- Ability to build strong working relationships that are internal and external to the organization.

MINIMUM QUALIFICATIONS:

Experience: Three (3) years of experience providing direct customer service to the public, one (1) year of which must have been with the Montgomery County Government as a Customer Service Representative II.

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

Equivalency: An equivalent combination of education and experience may be substituted.

LICENSE: None.

PROBATIONARY PERIOD:

Individuals appointed to a position in this class will be required to serve a probationary period of twelve (12) 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 with a Urine Drug Screen.

Class Established: November, 2014