



CLASSIFICATION NO. 041

Established: 1/75

Revised: 5/77, 10/91, 10/18

FLSA: Non-Exempt

EEO: 6

## **CUSTOMER INFORMATION SPECIALIST**

### **CLASS CHARACTERISTICS**

Under general supervision, to receive and direct telephone calls and visitors; to provide information of a general or technical nature in response to public inquiries; to maintain program information files and records; and to do other work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Customer Information Specialist serves as the initial resource for individuals contacting those County departments which have a sufficiently large volume of complex public inquiries to justify this classification. Positions in this class require a broad general knowledge of County functions, as well as detailed knowledge of the operations and personnel within assigned department. These are highly visible customer service positions; incumbents are expected to maintain composure under stressful conditions, and to exercise independent judgment, discretion and courtesy in assisting the public, and interpreting and explaining department policies, regulations and procedures.

The Customer Information Specialist differs from the Office Specialist 1 which does not typically provide information of a complex or technical nature. The Customer Information Specialist is also distinguished from the Office Specialist 2 which has advanced skills, independently performs more specialized or technical work assignments, and typically serves as lead worker to other office staff.

### **TYPICAL TASKS**

Duties may include but are not limited to the following:

1. Receives telephone calls and visitors from the public or other County departments; transfers or refers callers to appropriate staff/resource; may be required to evaluate nature of call to determine proper referral; meets and greets the general public and/or customers and directs individuals to appropriate staff.
2. Provides general, complex or technical information which requires the interpretation of department policies and procedures; explains general County services and routes misdirected calls to proper County department or other resource; conducts research and verifies information.
3. Sorts, arranges, files, and maintains documents and records; reviews files for completeness and accuracy; updates and purges files according to department/division guidelines.
4. Enters and/or searches data relating to permits, violations and inspections using computerized equipment; operates a variety of office equipment, including use of permitting

software, switchboard and various other systems with accuracy, skill, and independent judgment.

5. May perform various administrative support activities to facilitate office operations; reviews telephone bills for correct charges; computes or verifies data, fees or payments; performs clerical duties such as typing, filing or data entry; sort/distribute incoming/outgoing mail.
6. Assists customers with various software programs on the self-help kiosks; assists customers with completing research requests.

### **REQUIRED KNOWLEDGE AND SKILLS**

Working knowledge of: Modern office practices, procedures and techniques; basic English composition, spelling, grammar and punctuation; arithmetic and general recordkeeping processes; office equipment, including computers and software programs and their functions/capabilities; customer service and public relations concepts and techniques.

Skill to: Independently, accurately and effectively perform assigned tasks and duties following established procedures and program policies; establish and maintain effective working relationships with the public, staff and other personnel of other departments or businesses in a courteous, professional manner; skillfully operate office equipment and computer software; interpret and apply Department policies, regulations and procedures; communicate effectively both orally and in writing.

### **WORKING CONDITIONS**

Duties may include frequent contact with individuals from varied socioeconomic groups, or individuals who are hostile, verbally abusive and/or emotionally distressed.

### **MINIMUM QUALIFICATIONS**

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

**Experience:** A minimum of two (2) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

**Licenses/Certifications:** None Required.

### **PRE-EMPLOYMENT REQUIREMENTS**

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check; some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.