

NEW CASTLE COUNTY GOVERNMENT

Number 0025

Page 1 of 2

Date 09/14/07

CLASS SPECIFICATION

Title: CUSTOMER SERVICE AND INFORMATION TECHNICIAN

Approved:

Charlotte L. Crowell

GENERAL STATEMENT OF DUTIES: Performs customer service and information activities within New Castle County where multiple activities are administered and information is relayed from a designated work area; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible work in the area of customer service providing information, assistance, and direction to internal and external customers by telephone, electronically and in person. The employee answers and screens telephone calls, greets and directs visitors, and researches and responds to questions. This employee is responsible for complete follow-up with the person requesting information to ensure customer satisfaction and provide the highest quality of customer service to the citizens and employees of the County. Work involves knowledge of County-wide information relating to all County departments and services. This employee must exercise discretion in the course of the work. Work is performed under general supervision in accordance with designated procedures.

EXAMPLES OF WORK: (Illustrative only)

- Answers and screens incoming telephone calls and transfers calls to the proper department;
- Greets and meets with visitors to address customer problems and concerns;
- Ensures that visitors are escorted to the appropriate department or employee;
- Researches, investigates, records, analyzes, reports and responds to customer inquiries according to established policies and procedures;
- Receives and sorts incoming mail;
- Researches and responds to questions regarding the operation of the County;
- Prepares reports and makes recommendations as required;
- Disseminates information and complaints to the relevant government entity;
- Schedules meeting rooms, conference areas and other public-use facilities located within the complex;
- Posts agendas and other required material on the central reception information board;
- Provides applications for employment to applicants;
- Pre-screens permit submissions and performs basic zoning reviews;

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Page 2 of 2

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- Records and investigates issues and ensures a prompt and accurate response;
- Performs routine office work as necessary;
- Maintains files and status records as necessary;
- May be required to provide coverage at the front desk when meetings are scheduled in County buildings on evenings and weekends, as necessary;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of customer service protocol and etiquette; good knowledge of office terminology, procedures, and equipment; good knowledge of the departments and row offices of the County and their functions; ability to operate a personal computer and other related equipment; ability to communicate courteously and effectively, both verbally and in writing; ability to understand and follow complex verbal and written instructions; ability to deal with individuals in a knowledgeable, helpful and pleasant manner; ability to establish and develop effective working relationships with employees, associates, government officials, agencies, organizations, and the public.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years experience providing customer service in a professional office environment and completion of a high school diploma or GED and possession of an Associate's Degree from an accredited college or university with major course work in business administration or related field; or equivalent experience, education or training directly related to the required knowledge, skills and abilities.

ADDITIONAL REQUIREMENTS: Must pass a Class III County physical examination and a background check.

HISTORY OF REVISIONS:

Established: 09/18/98
Revised: 05/01/03
Revised: 08/05/05
Revised: 04/30/07
Revised: 09/14/07