

# NEW CASTLE COUNTY GOVERNMENT

Number 0218

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Date 10/27/15

## CLASS SPECIFICATION

**Title:** SPECIAL SERVICES DATA TECHNICIAN

**Approved:**



GENERAL STATEMENT OF DUTIES: Operates, maintains, and coordinates the collection, processing, and reporting of customer service and work order data; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs all functions associated with the collection, processing, and reporting of customer service work related to the Department of Special Services. This employee provides quality control for data collection, processing, and reporting operations and assists information systems users and customers in identifying and resolving questions and service needs.

EXAMPLES OF WORK: (Illustrative only)

- Coordinates the operation of customer service and work order information systems used by the Department of Special Services;
- Supports the customer service operations, work order management, and other County-wide software applications;
- Maintains tables, codes, and other essential data in customer service and work order management systems;
- Conducts routine audits of work orders to ensure accuracy and timelines of data and makes adjustments where necessary;
- Provides quality control for work order and customer service information processing;
- Assists customers and responds to basic customer and system user questions;
- Prepares reports and make recommendations as required;
- Conducts application and system training for end users;
- Provides back-up office support to department secretaries as required;
- 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 personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Thorough working knowledge of customer service and information systems operations; some knowledge of customer service procedures; ability to establish and maintain effective working relationships with customers and other employees; ability to operate word processing equipment, personal computer, , and other related equipment using current software

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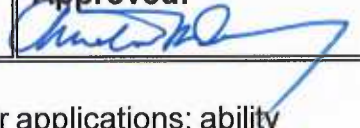
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programs; good knowledge of standard office software and work order applications; ability to reason logically and draw valid conclusions; ability to develop effective solutions to problems; ability to communicate courteously and effectively, both verbally and in writing.

**MINIMUM QUALIFICATIONS:** At least three (3) years' experience in the operation of data collection, processing, and reporting systems in a customer service environment and completion of a high school diploma or GED; or an equivalent combination of experience and training directly related to the required knowledge, skills, and abilities.

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

**HISTORY OF REVISIONS:**  
Established: 08/30/99  
Revised: 11/01/03  
Revised: 10/27/15