

NEW CASTLE COUNTY GOVERNMENT

Number: 0219

CLASS SPECIFICATION

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Date: 11/21/02

Title: SERVICE REQUEST COORDINATOR

Approved: 

GENERAL STATEMENT OF DUTIES: Operates, maintains, and coordinates the collection, processing, and reporting of customer service, group project, and work order data, using Hansen, Arc View, and other computer software; coordinates and processes Miss Utility requests; coordinates and processes daily assignment of work orders and crews; 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 maintenance operations and the Department of Special Services. This employee provides coordination and quality control for data collection, processing, and reporting operations and assists information systems users. This employee also reviews, coordinates, processes, directs location markings, and provides reports for all Miss Utility requests.

EXAMPLES OF WORK: (Illustrative only)

- Coordinates the operation of customer service and work order information systems used by the Department of Special Services;
- Initiates and processes service requests, creates work orders from service requests or as required, and establishes group projects in Hansen;
- Closes out service requests, work orders, and group projects in Hansen based on information provided by field personnel;
- Maintains tables, codes, and other essential data in customer service and work order management systems including group projects;
- Conducts routine audits of work orders and group projects to ensure accuracy and timeliness of data and makes adjustments where necessary;
- Provides quality control for work order and customer service information processing;
- Prepares reports and make recommendations as required;
- Conducts application and system training for end users;
- Reviews, coordinates, and processes Miss Utility service requests, directs location markings, and provides reports to customers and management;
- Determines group projects for preventive maintenance programs;
- 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 working knowledge of customer service and information systems operations including Hansen, Arc View, and Microsoft computer software systems; some knowledge of customer service procedures; ability to establish and maintain effective working relationships with customers and other employees;

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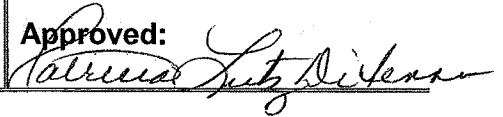
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ability to operate word processing equipment, personal computer, data processing terminal, and other related equipment using current software programs; good knowledge of standard office automation applications; ability to reason logically and draw valid conclusions; ability to develop effective solutions to problems; ability to communicate courteously and effectively, both verbally and in writing; ability to read and interpret sanitary sewer construction drawings and sanitary sewer maps; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years experience in the operation of data collection, processing, and reporting using Hansen, Arc View, and Microsoft computer software systems in a customer service environment and completion of a standard high school or GED certificate program; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

Established: 11/21/02