



OKLAHOMA BUREAU OF NARCOTICS AND DANGEROUS DRUGS CONTROL

VACANCY ANNOUNCEMENT

CLASSIFIED POSITION

Opening Date: June 9, 2015

Closing Date: June 23, 2015

Job Family / Code: CUSTOMER SERVICE REP. E13C
Position Number: 47700028
Posting Number: 15-11
Pay Band / Salary Range: 3,064.07
Number of Vacancies: 1
Work Location: OKC Headquarters
Division: Diversion-Communications

Application Filing Procedures:

Applicants who have permanent status or reinstatement rights in the classified service will be considered for this position by:

- Applying through the OMES Human Capital Management <http://jobs.ok.gov> as an internal classified applicant.

Unclassified applicants:

- Applicants with no reinstatement eligibility must also submit and follow the application process through the OMES Human Capital Management <http://jobs.ok.gov>.

Application materials must be received by 5 p.m. on the closing date.

Requirements: Questionnaire administered by HCM. Non-OBN applicants must pass a background investigation, polygraph examination and drug screen. A trial period may be required.

Education and Experience Requirements: Requirements at this level require three years of experience in customer service, or an equivalent combination of education and experience, substituting fifteen semester hours of college for the required experience.

Major Work Duties: Receives customers or visitors; answers telephone calls; secures and provides information; provides services; or directs the request to those who can provide the customer with the information or services. Sorts and distributes mail. Responds to requests concerning the interpretation of agency or program policies and procedures.

Address questions pertaining to this position to: Human Resources: cnolen@obn.state.ok.us • 419 N.E. 38th Terrace • Oklahoma City, OK 73105 • Phones: 405-521-2885/ 405-530-3145 • Fax: 405-530-3845

An Equal Opportunity Employer

CUSTOMER SERVICE REPRESENTATIVE, E13

BASIC PURPOSE:

Positions in this job family are responsible for establishing contact with both internal and external customers. They provide the customer with the requested information or assistance concerning the services provided by the agency, institution, or unit, or direct this request to those who can provide the service. Responsibilities may include operating various types of telephone or communications equipment, including switchboards, communications consoles and telefax machines; and processing mail.

TYPICAL FUNCTIONS:

The functions within this job family will vary by level, but may include the following.

- Supervises and trains employees who may be required to cover breaks to provide services and information to all customers.
- Responds to requests for informational materials; researches and fills requests for those requesting such materials and information; ensures an adequate inventory of materials concerning the service.
- Maintains records:
- Maintains cleanliness and orderliness of work area;
- Receives customers or visitors; answers telephone calls; secures and provides requested information; provides services; or directs the request to those who can provide the customer with the information or services.
- Receives requests for information and services and provides such services using advanced technological equipment.
- Responds to requests concerning the interpretation of agency or program policies and procedures.
- Prepares mail and parcels for mailing; sorts and distributes mail; operates scales and meters to determine proper postage.
- Screens, examines and verifies documents for correctness, appropriateness, adequacy and conformity to establish requirements and follow up on requests or discrepancies.

LEVEL DESCRIPTORS:

The Customer Service Representative Job family consists of three levels of work which are distinguished by the complexity of the job assignments, the extent of the responsibility and duties assigned, the level of expertise required for the completion of assigned tasks, and the responsibility for the supervision of others.

LEVEL III:

Code: E13C

Salary Band: G

This is the leadership level where employees will perform duties at all levels of complexity and they will also serve as a first-level supervisor with responsibility for planning day-to-day operations of assigned staff. They will develop or assist in developing operations, policies, and procedures as they pertain to this position.

Knowledge, Skills, and Abilities required at this level include knowledge of methods and procedures concerning public contact; of telephone procedures; and of spelling punctuation, grammar, and arithmetic. Skill is required to operate various office equipment including computers and mail machine. Ability is required to work with customers; to gather data and facts; to keep records; and to communicate effectively, both orally and in writing. Ability to supervise other staff who may be required to fill in and to train staff to use the switchboard.