

CUSTOMER ASSISTANCE REPRESENTATIVE UNCLASSIFIED, 3789

BASIC PURPOSE:

Positions in this job family are assigned responsibilities related to providing services and assistance to taxpayers, customers, or clients and resolving questions and problems concerning state laws or agency policies and procedures. They will respond to requests for publications and forms, analyze information presented to determine the nature of the problem, provide advice on laws, policies, and procedures related to the agency's business operations, and provide other assistance as needed.

TYPICAL FUNCTIONS:

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

Reviews and analyzes requests for information and clarification of laws, policies and procedures; provides responses to inquiries concerning filing requirements, due dates, registration procedures and similar data; and conducts research of laws and rules as needed to respond to requests for information or assistance.

Coordinates with other divisions or units as needed to clarify policies and procedures, determines status of individual accounts, issue clearances, and resolve problems; routes requests for materials, publications or information to appropriate units for processing.

Reviews and edits forms to verify computations, status, and other data; determines reporting requirements based on business activity and related laws.

Reviews records and other data concerning business activity to identify tax accounts that can be closed.

Conducts inventories of publications, forms, supplies and other materials as needed; maintains records, files, reports and other materials.

Handling applications and licensing, data entry and scanning.

LEVEL DESCRIPTORS:

The Customer Assistance Representative job family consists of four levels which are distinguished based on the complexity of the work assigned, the level of expertise required to perform specific job assignments, and the responsibility assigned for the supervision of others.

Level I Salary Band:

Code 3789A

Unclassified Pay Grade 5

This is the basic level of this job family where employees are assigned responsibilities for performing entry level work in a training status to build their skills in providing services and assistance to clients and customers. In this role they will be assigned tasks which involve responding to routine inquiries concerning required publications and forms, providing required materials and information, and advising customers on various policies and procedures. This will include providing services to both walk-in and telephone customers or as a result of written inquiries.

Knowledge, Skills and Abilities required at this level include knowledge of office practices and procedures including the maintenance of records; of business arithmetic; and of spelling, punctuation and grammar. Ability is required to establish and maintain effective working relationships with others; to read, comprehend and apply various policies and procedures; and to communicate effectively, both orally and in writing.

Education and Experience requirements at this level consist of one year of experience in clerical office work; or as a customer service representative; or an equivalent combination of education and experience, substituting thirty semester hours of college, including six semester hours in business or public administration for the required experience.

Level II:

Code: 3789B

Unclassified Pay Grade: 6

This is the career level where employees are assigned responsibilities at the full performance level for performing a full range of activities in providing services and assistance to clients and customers. This

