

**Franklin County Board of Commissioners  
Classification Specification and Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Customer Service Specialist	<b><u>CLASS NUMBER:</u></b> 50108	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Department of Job and Family Services - Northland	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> New Hire: 180 Days Promotion: 120 Days
<b><u>BARGAINING UNIT:</u></b> Bargaining	<b><u>PAY GRADE:</u></b> O14	<b><u>POSITION CONTROL #:</u></b> Varies
<b><u>POSITION LOCATION:</u></b> Varies	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Deputy Director, Communications (100500)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Customer Service Specialist classification is to represent the agency in an ad vocational and informational capacity. Advocate for customers by interviewing and assisting customers to resolve public assistance problems through investigative procedures of customer concerns.

**JOB DUTIES:**

Represent department or agency or specific program areas in liaison/informational capacity between offices of elected officials at the county, state and federal levels. Assist with internal and external communications as necessary in addressing public assistance problems and/or customer concerns. Work with representatives of other agencies or organizations by intervening to help resolve customer related public assistance problems. Advocate for the customer by answering and investigating customer concerns. Provide customer services as directed. Prepare letters in response to customers, community, government and other agencies requesting public assistance information. Research and respond to concerns using access and knowledge of eligibility through the OHDS-PROD computer system. Provide desktop publishing, layout and design for some customer related materials. Perform research and analysis of information, through study to keep supervisor well-informed of current trends, problems or progress on a monthly basis. Collect data and prepares reports and other appropriate materials in response to request for information. Assemble customer-viewing tapes. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of public relations; agency policy and procedures; government structure and process. Skill in typing; equipment operation. Ability to carry out instructions in written, oral or picture form; deal with problems involving several variables in familiar context; apply principles to solve practical, everyday problems; define problems, collect data, establish facts and draw valid conclusions; add, subtract, multiply and divide whole numbers; read simple sentences with common vocabulary; comprehend simple sentences with common vocabulary; copy material accurately and recognize grammatical and spelling errors; maintain accurate records; use proper research methods in gathering data; gather, collate and classify information about data, people or things; work along on most tasks; cooperate with coworkers on group projects; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Bachelor's degree in human services, social services, communication, or related field with three (3) years of social service experience; or any equivalent combination of training and experience.

**Additional Requirements**

Must meet background check requirements.

**Supervisory Responsibilities**

None required.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date