



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

CUSTOMER SERVICE REPRESENTATIVES

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Customer Service Representatives-B	R4051B	35	
Customer Service Representatives-O	R4051O	40	
Customer Service Representatives-A	R4051A	45	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Interact with customers to provide information in response to inquiries about products and services and to handle and resolve complaints.

Nature of Work

Customer service representatives provide a valuable link between customers and the companies who produce the products they buy and the services they use. They are responsible for responding to customer inquiries and making sure that any problems they are experiencing are resolved. Although most customer service representatives do their work by telephone in call centers, some interact with customers by e-mail, fax, post, or face-to-face. Customer service representatives use computers, telephones, and other technology extensively in their work. Customer service representative's duties may vary greatly depending on the nature of the organization.

Distinguishing Characteristics of Levels

Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

Basic

- Employees in this Role respond to routine inquiries from customers, including taking orders, canceling accounts, or simply providing information regarding pertinent goods and services.
- Employees may assist co-workers in researching complaints and preparing reports.

Recommended Education and Experience for Full Performance

High school diploma or GED and one (1) year work experience in office administration and/or customer service.

Minimum Qualifications

High School diploma or GED.

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Operational

- Employees in this Role investigate and resolve customer complaints about service, billing and related matters.
- Employees collect, research, and review information in person, by telephone, or through written or electronic correspondence to ensure legal compliance; ensure that appropriate changes are set in motion and follow up on the recommendations to ensure customer satisfaction; keep records; prepare reports; and may recommend improvements in methods and procedures, goals, manuals, controls, and reply systems.

Recommended Education and Experience for Full Performance

High school diploma or GED and one and one half (1.5) years work experience in office administration and/or customer service.

Minimum Qualifications

High School diploma or GED and three (3) months work experience in office administration and/or customer service.

Advanced

- Employees in this Role troubleshoot and resolve many complex, extensive, and/or widespread customer service complaints, requests, and issues.
- Employees prepare reports and documents that require investigative and statistical expertise; develop and implement programs to improve service, record-keeping, and operations; provide additional expertise in specialized areas that utilize customer service representatives such as utilities, insurance, or tourism.

Recommended Education and Experience for Full Performance

High school diploma or GED and two (2) years work experience in office administration and/or customer service.

Minimum Qualifications

High School diploma or GED and six (6) months of work experience in office administration and/or customer service.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

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Skills

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking — Talking to others to convey information effectively.

Service Orientation — Actively looking for ways to help people.

Persuasion — Persuading others to change their minds or behavior.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Coordination — Adjusting actions in relation to others' actions.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

Negotiation — Bringing others together and trying to reconcile differences.

Statutory Requirements: N/A

Conditions of Employment: Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 07/07/2001

Revised: 09/20/2011

**Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.