

CLASS TITLE: CUSTOMER SERVICE AIDE (DHS)

Class Code: 02434201

Pay Grade: 10A

EO Code: F

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: Within the Department of Human Services, to perform a variety of clerical duties, including but not limited to: producing digital copies of documents, ensuring the quality of original and digital copies of documents, filing and indexing digital copies, and greet and register customers into the eligibility system; and to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a superior with latitude to exercise independent judgment while following clearly prescribed procedures; general instructions are received at the beginning of each new task; detailed instructions are received as to performance of unfamiliar tasks; work is subject to review for accuracy and completeness and conformance to established policies and procedures.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED

Within the Department of Human Services, to perform a variety of clerical duties, including but not limited to: producing digital copies of documents, ensuring the quality of original and digital copies of documents, filing and indexing digital copies, and greet and register customers into the eligibility system.

To perform receptionist duties such as greeting and directing customers, provide information of a routine nature and direct customers to proper staff for requested information.

To direct and assist the public in the preparation of forms, records and the self-service portal located in DHS field offices.

To be part of the scanning team in a field office and the central scanning room.

To prepare, verify, sort, batch and scan all documents for new and existing customers.

To index and file scanned documents to new and existing cases for all programs.

To organize, maintain, and/or purge files, documents, applications and forms.

To receive, retrieve, sort, date stamp inter-departmental mail, U.S. postal mail, papers, applications, forms and any other documents and distribute mail and documents to appropriate destination.

To enter, direct and process incoming information pertaining to all departmental programs.

To scan in an organized fashion all applicable information in case records.

To answer phones, take messages and transfer calls to offices or appropriate personnel.

To operate office equipment such as scanning machines, copiers, calculators, and other office machines, as required, in the performance of clerical duties under conditions not requiring skilled operation of such equipment.

To prepare requisitions, vouchers, claims and other records, forms or reports of a clerical nature related to fiscal activities which includes but is not limited to: time, leave, travel, appointment, payroll, personnel and other related records, forms and reports; indexing and filing records, forms, reports; proofreading of typewritten material; assembling, compiling, verifying and analyzing routine statistical data, including the preparation of tables and charts prescribed by a superior;

coding of data to be used for mechanical tabulations; preparing, verifying, processing and maintaining other varied office records and reports.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of office practices; the ability to work independently or in collaboration with others in a team; the ability to adapt to changing tasks and sudden changes in priorities based on work flow; a demonstrated ability for attention to detail; proficiency working on computer equipment including multiple monitors; the ability to comprehend and carry out simple directions, both oral and written; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment in a position involving the performance of simple routine repetitive clerical work.

Class Created: October 2, 2016