

CLASS TITLE: CUSTOMER SUPPORT SPECIALIST I (DHS)

Class Code: 02434501
Pay Grade: 15A
EO Code: E

CLASS DEFINITION

GENERAL STATEMENT OF DUTIES: To be responsible for the operation of a Department of Human Services (DHS) central telephone console or similar device and, as agency receptionist, to serve as the initial point of contact for customers of DHS; to perform routine clerical tasks; to provide information to DHS customers about the availability of benefits programs and services at the initial point of entry; to do related work as required.

SUPERVISION RECEIVED: Works under the general supervision of a supervisor with latitude for the exercise of independent judgement; instructions provided in detail initially; work is reviewed in process and upon completion for conformance to established policies, procedures and regulations and to ensure prompt, cheerful and accurate delivery of service.

SUPERVISION EXERCISED: To instruct temporary receptionist/telephone operators as needed.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED

To be responsible for the operation of a Department of Human Services (DHS) central telephone console or similar device and, as agency receptionist, to serve as the initial point of contact for customers of DHS; to perform routine clerical tasks; to provide information to DHS customers about the availability of benefits programs and services at the initial point of entry.

To operate a central DHS telephone control console or similar device.

To answer the telephone and to forward and transfer calls as required.

To serve as receptionist for DHS by greeting customers, determining their needs and referring them to the appropriate agency contact person.

To provide information regarding benefits programs and services for Rhode Islanders.

To maintain leaflet racks and disseminate printed literature and correspondence.

To record work activities and keep other records as required.

To perform clerical tasks when not occupied as receptionist/telephone console operator.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of government services and programs; a working knowledge of telephone switchboard or control console operation; the ability to follow written and oral instructions; the ability to communicate clearly and positively with coworkers and the public; the ability to type utilizing word processing equipment with reasonable speed and accuracy; the ability to establish and maintain effective working relationships with supervisors, staff and the public; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school, including or supplemented by clerical/technical courses; and

Experience: Such as may have been gained through: employment in a customer service position responsible for providing information to the public and operation of a telephone console, switchboard, or similar device.

Or, a combination of education and experience that is substantially equivalent to the above education and experience.

Class Created: October 2, 2016