

**CLASS TITLE:                   CUSTOMER SERVICE SPECIALIST I**

**Class Code: 02434300**  
**Pay Grade: 15A**  
**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for the operation of a central telephone console or similar device and serve as agency receptionist; to perform routine clerical tasks, including typing; to provide information about the availability of programs and services for older persons; to be initial point of entry for departmental customers; to do related work as required.

**SUPERVISION RECEIVED:** Instructions provided in detail initially; work is constantly reviewed for prompt, cheerful and accurate performance.

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

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To operate a central telephone control console or similar device.

To forward and transfer calls as required.

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

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

To maintain leaflet racks and distribute literature.

To record work activities as required.

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

To be initial point of contact for customers of the agency.

To do related work as required.

**REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A working knowledge of telephone switchboard or control console operation; the ability to follow written and oral instructions; the ability to communicate well with coworkers and the public; the ability to type utilizing word processing equipment; a cheerful disposition; and related capacities and abilities.

**EDUCATION AND EXPERIENCE:**

**Education:** Such as may have been gained through: graduation from a senior high school; additional completion of a course of study in the clerical/technical field; and

**Experience:** Such as may have been gained through: employment as an operator of a telephone control console, switchboard, or similar device; and as a customer service employee.

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

Class Revised: April 28, 1996

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