

CLASS TITLE: CUSTOMER SERVICE SPECIALIST II

Class Code: 02434400

Pay Grade: 19A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist in answering requests and providing information and advice on a wide variety of services, programs, and benefits available to the elderly; to assist the elderly in accessing available services, programs, and benefits, to determine eligibility for assistance; to advocate for the rights of the elderly; and to do related work as required.

SUPERVISION RECEIVED: Works under the supervision of a superior in accordance with established policies, procedures and methods; work is reviewed usually upon completion for conformance with such policies, procedures and methods.

SUPERVISION EXERCISED: Usually none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To answer phone, written, and in-person requests for information and advice from older persons, their representatives, agencies and others; to follow up as needed.

To perform eligibility determinations for persons applying for or receiving assistance benefits.

To keep abreast of all services available to the elderly.

To assist in the development and maintenance of a resource file.

To coordinate with field staff within the aging network and arrange for services required by older persons.

To serve as an advocate for clients with various service provider agencies.

To assist with the completion of application forms.

To conduct interviews in the office and in the field.

To assist in the dissemination of printed and other materials.

To assist in the preparation of monthly, quarterly, and annual informational and statistical reports.

To investigate and document complaints.

To conduct activities, as assigned, throughout the state such as at information fairs, public meetings, and the processing of identification cards and eligibility screenings.

To assist with clerical activities and receptionist/telephone operator activities as needed.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: The ability to communicate information and advice to older persons, their representatives, and other groups or agencies; the ability to work and deal effectively with the general public and persons within the aging network; the ability to prepare statistical and informational reports; the ability to travel across the state as needed; the capacity for understanding and dealing with the problems of the elderly; a cheerful and positive attitude; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and completion of a minimum of two years of college course of study; and

Experience: Such as may have been gained through: considerable employment in a social service agency in a position which involved meeting and dealing with the public, preferably the elderly; experience with eligibility requirements for social service and assistance programs.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: April 28, 1996

Editorial Review: 3/15/03