

CLASS TITLE: CUSTOMER SERVICE SPECIALIST III

Class Code: 02434500
Pay Grade: 23A
EO: A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist older persons, their families, and agencies with their complex informational needs regarding programs and services for seniors; to communicate difficult-to-understand issues regarding financing of long term care and consumer assistance; to research and analyze legislation and regulations and procedural requirements in the area of health, social service, and advocacy issues, and to make recommendations; to train entry level staff on informational resources for seniors; and to do related work as required.

SUPERVISION RECEIVED: Works under the supervision of a superior who provides general and specific assignments and instructions; work is reviewed in process and upon completion for conformance to policies, rules and regulations and compliance with assignments and instructions.

SUPERVISION EXERCISED: As required, may supervise the work of technical and clerical staff assignments to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assist older persons, their families and agencies with their complex informational needs regarding programs and services for seniors.

To answer both routine and complex requests for information about a wide variety of programs and services.

To actively develop information to be included in a resource file or senior services.

To identify resources to assist older persons.

To develop and maintain the resource file, and to make recommendations regarding the delivery of information to seniors.

To train agency staff and staff at community agencies regarding new and changing services for seniors.

To assist with the preparation of reports relating to the provision of information and referral services provided by the department.

To coordinate the provision of services to older people with community based agencies.

To represent the agency at interdepartmental planning meetings and informational exchanges.

To represent the agency before public groups; to speak before senior organizations, caregiver groups, and those planning for retirement.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge and understanding of social and human relationships and how these affect the delivery of services to the elderly; a working knowledge of programs and services for older people; the ability to communicate diverse eligibility requirements and conditions for assistance to the spectrum of the public and its wide range of abilities and lack of ability to understand; the ability to speak publicly before small and large groups and respond to their questions about aging related issues; the ability to establish and maintain sound working relationships with representatives of community and government agencies; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation college of recognized standing; and
Experience: Such as may have gained through: a minimum of two years experience working in the field of aging, health care, or other social services.

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

Class Revised: April 28, 1996

Editorial Review: 3/15/03