

CUSTOMER SERVICE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for coordinating quality assurance and staff development, along with monitoring customer satisfaction of all the agencies delivering workforce development services. Duties will include creation and maintenance of a database for tracking customer satisfaction surveys, providing information to staff and customers regarding available services, conducting site visits, monitoring compliance of One Stop policies, and coordination of staff training. Work is performed under direct supervision of the Assistant Director of the Center for Workforce Development with leeway for independently performing most of the duties of the position. The position will involve considerable interaction with other employees of Workforce Development Agencies, recipients of services, service providers and brokered training agencies to ensure that program planning, quality improvements and program evaluations are achieved.

TYPICAL WORK ACTIVITIES:

Creates and maintains a database for tracking customer satisfaction surveys in accordance with appropriate federal, state and local laws, rules and regulations;

Prepares reports of survey results and makes recommendations improvement strategies;

Provides information and assists customers regarding services or training available in the community;

Prepares and distributes brochures and other marketing tools to promote the One-Stop and the services available;

Provides oversight for and troubleshoots customer flow across One-Stop partners;

Identifies staff development, in-service, and other training needs for One-Stop staff members;

Coordinates and oversees training and workshops for One-Stop customers;

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Assists in the One-Stop's orientation of new employees;

Develops and conducts training programs for both employees and customers;

Assists in identifying performance standards;

Assists in coordination of staff recruitment activities and may interview prospective employees;

Assists in developing, implementing and analyzing quality assurance instruments;

Coordinates Interagency activities with services offered by other agencies;

Other duties as assigned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of federal, state, and local laws, rules and regulations relating to workforce development policies and programs; good knowledge of the principles and practices of conducting staff development programs; good knowledge of computer software including, MS Word, Word Perfect and Paradox; good knowledge of federal and state quality assurance, customer satisfaction standards; good knowledge of techniques used to effectively interact with citizens or community groups to provide educational or informational programs; good knowledge of the concepts and practices used to develop a training curriculum; good knowledge of techniques used in preparing public information materials; working knowledge of the principles of learning and instruction; ability to negotiate conflicts and resolve complaints; ability to prepare written materials for public distribution; ability to present ideas clearly both orally and in writing; ability to interact effectively with people from a variety of social, cultural and economic backgrounds; ability to work effectively under stress; and resourcefulness.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of a Bachelor's Degree; or
- (B) Possession of an Associates Degree and two years of experience in a position, with direct contact with clients or customers, such as a human service agency or retail store; or
- (C) Four years of experience as described in (B) above.

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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Last Reviewed: 6/30/00
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A

Revised and Replaced in Classplan: 1/27/2023
Revised and Replaced in Classplan: 1/8/2025 (Edu)