

**Classification Title: Customer Service Representative**

FLSA Status: Non-Exempt

**BRIEF DESCRIPTION:** Provides customer service to citizens of Wake County or its employees. Services include assisting customers with specific regular services, requesting and processing customer information, taking payments, or providing information regarding regularly performed County activities.

**ESSENTIAL FUNCTIONS:**

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Answers calls or requests for service either in person or on the phone. Assists with service requests or directs requests to the appropriate area. May serve as first point of contact.
2	S	Responds to inquiries from customers, both internally and externally, gathering intake or service request information. Registers customers for services, scheduling appointments and service calls, and providing necessary information.
3	S	Receives monies, enters customer information into databases and provides receipts if appropriate. Balances cash drawers.
4	S	Orders materials and supplies. Processes invoices for payments and completes daily reports. Assists staff with related functions.

**CLASSIFICATION REQUIREMENTS:**

CLASSIFICATION REQUIREMENTS	
Education	High school diploma or GED.
Experience	One year of experience in clerical work.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None
Reading	Intermediate
Math	Intermediate
Writing	Intermediate

CLASSIFICATION REQUIREMENTS	
Managerial	Receives immediate direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	No responsibility for the direction or supervision of others.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions with regard to presentation materials and findings.

**OVERALL PHYSICAL STRENGTH DEMANDS:**

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

**MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:**

Computers, printers and related software

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors (see 1 below)	Other (see 2 below)

(1) N/A

(2) N/A

**PROTECTIVE EQUIPMENT REQUIRED:**

None.