



Customer Service Representative

Class Code:
4967

Bargaining Unit: Service Employees International Union

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Oct 24, 2014
Revision Date: Oct 30, 2014

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

Under general supervision, the Customer Service Representative provides customer service by assisting the public over the telephone and by email in the Call Center Unit within the Office of Information Technology. Other duties include checking case information in various case management systems and computer databases, and responding to questions based on that information, recording pertinent information in the various case management systems, and performing other related duties as assigned.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in this classification does not necessarily perform all duties listed.

1. Responds to a large volume of incoming calls and email inquiries in a Call Center environment by phone or by email; assists the public in a professional and courteous manner; asks relevant questions, and evaluates the information obtained and provides information regarding case status; and works proactively to ensure that assistance is accurate, responsive, timely and respectful.
2. Reviews case information through a variety of case management and computer systems, and provides information to customers based on that information.
3. Prioritizes calls and emails and determines what calls and emails should be escalated to other Divisions based on the information being requested or provided; and follows up on the call or email until it is resolved.
4. Tracks and logs all inquiries and responses.
5. Types a variety of information into an automated case activity logging system; enters

information into reports, related data bases, and other forms of written communication.

6. Maintains records or logs of the activities in the Call Center, including work received, status of work in progress, work completed and actions required; and prepares statistical summaries of the work activity performed.

7. Assists in training employees on an as needed basis in coordination with the Call Center Supervisor.

8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

(May meet either Option I or Option II)

Option I

Experience:

Equivalent to four years of full-time experience as a Legal Processing Assistant with the Superior Court of California, County of Alameda.

Or Option II

Education:

Possession of an Associate of Arts or Associate of Science degree or equivalent to two years of college coursework with 60 semester or 90 quarter units from an accredited college or university.

And

Experience:

Equivalent to two years of full-time legal document processing experience in a court or related legal work environment. Experience in traffic is highly desirable.

KNOWLEDGE AND ABILITIES:

Knowledge of modern office practices and procedures, including the use of standard computer programs such as Microsoft Word, Excel and Outlook; business arithmetic ; laws, regulations and codes governing the access to and use of confidential information and legal documents; techniques and practices dealing with individuals from various social-economic and ethnic groups, in person, via telephone and through correspondence.

Ability to provide excellent customer service at all times, work under pressure in a high volume Call Center environment; use a multi-line, phone system; establish and maintain effective working relationships with staff, peers, other agencies and the public; maintain confidentiality; learn specific operations and procedures; contribute to the overall team effort; prioritize calls to meet individual and team goals; respond to customer inquiries within established turnaround times; evaluate and control problematic situations and offer solutions; treat hostile client callers with professionalism and respect; listen, understand, follow and communicate oral and written directions and apply them effectively in a variety of situations; use sound judgment when evaluating a wide variety of information; identify alternatives from diverse sources and choose the best solution from several options, then initiate appropriate actions within prescribed guidelines; effectively communicate verbally while using excellent telephone etiquette skills; and effectively communicate in writing, including accurate spelling, proper grammar, punctuation and correct vocabulary.

ESSENTIAL FUNCTIONS:

Note: The specific duties may vary between assignments; however, the following are considered essential job functions expected of the Customer Service Representative.

1. Frequent and ongoing use of a telephone and computer terminal.
2. Frequent interaction with the public.
3. Frequent interaction with employees in other Court Divisions.
4. Work with time constraints and under pressure in some situations.

PHYSICAL DEMANDS:

1. Strength, dexterity and coordination and/or ability to use a computer keyboard and to read a video display terminal on a regular basis.
2. Dexterity and coordination to handle files and single pieces of paper, occasional lifting of objects weighing up to 25 lbs., such as files, stacks of paper, reference books and a variety of materials.
3. Standing and sitting for long periods of time is periodically required.

CLASSIFICATION HISTORY:

October 24, 2014 Rt/rt