

STATE OF OHIO (DAS)

CLASSIFICATION

SPECIFICATION

CLASSIFICATION SERIES:

Customer Service Associate

SERIES NO.:

1685

MAJOR AGENCIES:

Commerce only

EFFECTIVE DATE:**SERIES PURPOSE:**

The purpose of the customer service associate occupation is to conduct fact-finding interviews in a one-stop customer service center & to provide license or certification requirements to members of the industry & the general public, or conduct interviews with walk-in customers, permit holders, attorney's & general public with permit applications, renewal applications & related documentation to complete application process for liquor license or renewal of liquor permit license.

At the full performance level, incumbents conduct fact-finding interviews in one-stop customer service center or conduct interviews with walk-in customers, permit holders, attorney's & general public with permit applications, renewal applications & related documentation to complete application process for liquor license or renewal of liquor permit license.

The classification is to be used only in the Department of Commerce.

CLASS TITLE:

Customer Service Associate

CLASS NUMBER:

16851

EFFECTIVE DATE:

10/31/1997

CLASS CONCEPT:

The full performance level class works under general direction & requires thorough knowledge of state & federal codes pertaining to industrial compliance & building codes in order to conduct fact-finding interviews with walk-in customers in one-stop customer service center to include architects, engineers, plans examiners, inspectors, staff &/or general public with plans &/or blue prints that pertain to construction of public buildings & determines type of certificate, inspection, permits &/or licenses needed for project or for member of industry & general public; or conduct interviews with walk-ins customers, permit holders, attorney's & general public with permit applications, renewal applications & related documentation to complete application process for liquor license or renewal of liquor permit license.

CLASS TITLE: Customer Service Associate	CLASS NUMBER: 16851	BARGAINING UNIT: 09
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EFFECTIVE DATE:

10/31/1997

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Conducts fact-finding interviews in one-stop customer service center with walk-in customers to include general public, architects, engineers, plans examiners, inspectors, staff &/or general public with building plans &/or blue prints that pertain to construction of public buildings, determines type of certificate, inspection, permits & licenses needed, assists in review of walk-in plans to facilitate final approval of plans in compliance with applicable regulations & procedure requirements for industrial compliance division, responds to/ researches difficult telephone inquiries & correspondence, investigates & processes consumers inquiries, serves as liaison with regional offices for customer service issues & develops, maintains & audits division tracking system for one-stop process;

OR

conducts interviews with walk-in customers, permit holders, attorney's & general public with permit applications, renewal applications & related documentation to complete application process for liquor license or renewal of liquor permit license, reviews new & transfer applications to be submitted for signature, notary stamp & ensures completion of all questions, ensures presence of attachments (e.g., finger print cards; financial documents, lease agreements, management agreements & stock holder forms), collects fees, issues written receipts, makes change & maintains daily records, checks completed applications & places in application basket.

Reviews application information & resolves application deficiencies with customer; tabulates & collects fees (e.g., operates cash register &/or calculator), processes checks, maintains daily record of all transactions (e.g., cash, credit cards, electronic transfers) & balances register drawer with fiscal receipt procedures; registers new customers &/or updates previous customer records on computerized system &/or inputs information from customer databases (e.g., personal computer, spreadsheet & database applications); maintains & updates customer files (e.g., makes copies; prepares packets; keeps roster); or answers general & sensitive telephone calls concerning quotas, application process & status of pending applications &/or directs telephone inquiries with assistance from data base computers to other state, county & federal agencies.

Consults with appropriate sections concerning code violation possibilities to resolve any preliminary problems, participates in research, development & preparation of special projects related to one-stop process, develops & updates training materials, assists with public information requests & monitors file reviews &/or coordinates with supervisor to identify & correct operational deficiencies of one-stop process; or consults with final examiners on requested documents to resolve deficiencies, proofreads processed permits for correct name, address, dates, add-ons &/or restrictions, routes permits to deputy chief for signature, prepares returned permits for mailing or pick-up, faxes &/or mails special function permits to applicants, returns refund checks, indexes documents on computer &/or finger-prints applicants.

MAJOR WORKER CHARACTERISTICS:

Knowledge of public relations; state & federal codes, laws, rules & regulations in Division of Industrial Compliance one-stop customer service center pertaining to certification, inspections, license & permits*; office practices & procedures; add subtract & multiply whole numbers & read common vocabulary. Skill in operation of personal computer; cash register*; adding machine*. Ability to define problems, collect data, establish facts & draw valid conclusions; gather, collect & classify information about data; handle sensitive telephone, written & face to face inquiries with general public, engineers, architects, plans examiners, inspectors & staff; prepare meaningful, concise accurate reports; communicate verbally.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. trg. or 24 mos. exp. in certification, permits, licenses & application processes & procedures; 24 mos. trg. or 24 mos. exp. dealing with general public; 12 mos. trg. or 12 mos. exp. in operation of keyboard techniques.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

Not applicable.