



Office of Human Resources
DHS Customer Service Agent - CC2509
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General Statement of Duties

Provides comprehensive customer service, in a contact center environment, by responding to a variety of complex customer requests for information on programs and services offered by the Denver Department of Human Services (DDHS).

Distinguishing Characteristics

The DHS Customer Service Agent is distinguished from the 311 Customer Service Agent, in that the DHS Customer Service Agent focuses on providing customer service to DDHS callers based on a comprehensive knowledge of DDHS procedures, program, and services. To contrast, the 311 Customer Service Agent provides customer service to callers based on a comprehensive knowledge of city procedures and services.

The DHS Customer Service Agent is also distinguished from the Lead Customer Service Agent, which performs permanently assigned lead work responsibilities in addition to providing comprehensive customer service.

Finally, the DHS Customer Service Agent is distinguished from the Emergency Communications Operator, which performs full performance emergency and non-emergency telephone assistance to individuals who are calling Denver 911 for police, emergency medical services, and fire and provides emergency medical dispatch triage and instructions over the phone.

Essential Duties

Assists customers with inquiries or problems related to DDHS programs and services by asking questions to determine customer needs; determines the critical nature of a call and if immediate action is required.

Creates or accesses cases in the Customer Relationship Management (CRM) module of PeopleSoft to enter information on customer inquiries or problems and to provide updates on previously created cases; enters resolutions provided to customers and assigns cases or creates service orders for various partner departments and agencies.

Conducts research, using the Colorado Benefits Management System (CBMS), to provide customers with answers to inquiries or problems.

Provides complete and accurate information to customers, which involves identifying customer needs and explaining applicable regulations, policies, procedures or standards based on a comprehensive knowledge of DDHS procedures, programs, services, and CBMS.

Acts as a liaison between the customer and DDHS staff by following up on customer requests or complaints and solving problems related to service issues; possesses the authority to resolve discrepancies in DDHS provided services.

Observes and complies with departmental policies and procedures, customer service quality standards and compliance guidelines.

Receives on-going training and updates on changes in the operations of departments and agencies; participates in opportunities to cross train with staff in partner departments and agencies to learn procedures and services.

Performs other related duties as assigned.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Knowledge & Skills

Knowledge of policies, procedures, rules, and laws relative to the specialized area.

Skill in utilizing computer software to accomplish a variety of tasks.

Level of Supervision Exercised

By assignment, performs some elements of lead work.

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years customer service experience in a call center environment.

Education & Experience Equivalency

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

None

Working Environment

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Subject to varying and unpredictable situations.

Work is performed while sitting in a confined workspace and requires wearing a headset.

Shift work includes scheduled breaks and lunches.

Shift work may involve varying days off, working holidays and weekends, and may be subject to changing work schedule.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Employment Verification

Assessment Requirement

Customer Service - Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: C-613

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: