

NEW CASTLE COUNTY GOVERNMENT

Number 0061

CLASS SPECIFICATION

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Date 06/04/04

Title: CUSTOMER INFORMATION AND ASSISTANCE
COORDINATOR

Approved:



GENERAL STATEMENT OF DUTIES: Coordinates customer service and information activities within the New Castle County Department of Land Use, the Office of Community Governing, or a specific department where multiple activities are administered and serves as liaison with maintenance corporations and civic associations, and civic umbrella groups; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs responsible work in the coordination of customer service activities with maintenance corporations and civic associations by providing information, education, assistance, and direction to the public, both in person, in writing, and by telephone. This employee serves as liaison with maintenance corporations and civic associations and ensures customer satisfaction by providing the highest quality of service to the citizens and employees of the County. This employee researches and responds to questions relating to specific services offered by County government and issues and activities concerning maintenance corporations, civic associations, and civic umbrella groups. Responsibilities include problem solving and responding to complex inquiries. Work involves the knowledge of County-wide information relating to all County departments and services. This employee must exercise discretion in the course of the work. Work is performed under general supervision in accordance with designated procedures.

EXAMPLES OF WORK: (Illustrative only)

- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Coordinates meetings and activities with maintenance corporations and civic associations;
- Attends meetings and activities during evenings and weekends;
- Conducts educational seminars for maintenance corporations, civic associations, and members of the public;
- Investigates, records, analyzes, reports, and responds to problems according to established policies and procedures;
- Represents New Castle County Government at various events and functions;
- Assists the department with open space inspections and storm water issues as they relate to maintenance corporations;

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Patricia Lutz DiStefano

- Makes presentations to the public;
- Analyzes policies, procedures, and programs and determines actions needed to improve efficiency, work flow, and service delivery;
- Provides information and direct assistance as necessary;
- Conducts surveys of users to determine the level of customer satisfaction;
- Researches and responds to questions regarding the operation of the County;
- Prepares reports and makes recommendations as required;
- Performs office work as necessary;
- Operates a data processing terminal, personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Extensive knowledge of the departments and row offices of the County and their functions; some knowledge of maintenance corporations and civic associations; good knowledge of office terminology, procedures, and equipment; ability to exercise discretion and to maintain loyalty to the County; ability to communicate courteously and effectively, both verbally and in writing; ability to work independently and prioritize work appropriately; ability to use computer software applications; ability to research information and to draw valid conclusions; ability to understand and follow verbal and written instructions; ability to make effective presentations before groups; ability to deal with individuals in a knowledgeable, helpful, and pleasant manner; ability to establish and develop effective working relationships with employees, associates, government officials, organizations, agencies, and the public; ability to promote an ongoing attitude of dedication to excellent customer service; tact and courtesy; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least five years experience in customer service activities and possession of a Bachelor's Degree from an accredited college or university with major course work in business administration or related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS

Established: 09/18/98
Revised: 05/01/03
Revised: 06/04/04