



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code(s): 0441
0442
0443
0444

CUSTOMER SERVICE

(Job Service North Dakota)

SCOPE OF WORK:

Work involves duties relating to delivery of numerous workforce center training and development services to customers including applicants and employers. Services include providing education, training, and assistance to individuals and employers in their employment efforts. Services to individuals may include providing information, conducting job readiness assessments, providing job search assistance, performing claims processing, and providing specialized counseling and training in a case management environment. Services to employers may include recruiting assistance, training referral services, customized program services, and assistance in employee resource restructuring. The scope of work may vary depending on size of the customer base and requirement for services of the workforce center.

DUTIES PERFORMED AT ALL LEVELS:

- Provide information and assistance to customers utilizing the work center resources.
- Respond to inquiries via telephone or electronic means or refer inquiry to appropriate source.
- Participate as a team member in the coordination of program services within the work center to creatively and responsibly meet customers' needs.
- Provide orientation to services and resources provided within the work center.
- Provide job search, placement and career counseling assistance.
- Provide labor market information such as job vacancies, local occupations in demand, earnings and skills required for specific occupations, etc.
- Provide performance and cost information about eligible contracted service providers.
- Collect information to determine initial eligibility for special programs; assist in completing application for programs; provide status of program application processing.
- Provide follow-up services for customers and provide informational changes in activities.
- Provide orientation, instruction, and assistance in utilizing self-help services in the resource center.

<p>NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.</p>
--

CLASS CODES: 0441
0442
0443
0444

ND Class Description
Customer Service

CUSTOMER SERVICE REPRESENTATIVE

0441

GRADE H

LEVEL DEFINITION:

Work at this level involves a basic understanding of all services and programs being provided within a workforce center in order to provide initial assessment of customer needs and provide guidance in the use of available resources. This level will primarily provide the basic services offered in the workforce center.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Perform initial intake and assessment of customer skills and needs.
- Identify and schedule customers requiring more intensive or specialized services.

MINIMUM QUALIFICATIONS:

Requires four years of work experience performing administrative, customer, or employment services duties that involved providing information and assistance to customers within an organization that offers a variety of products or services. Work experience normally includes receiving and analyzing information, determining the available solution(s), and assisting or directing customers in implementing and completing necessary steps to resolve issues or satisfy inquiries.

Related college-level course work may be substituted for the work experience requirement on a year-for-year basis. The hiring authority may define more specific education and work experience requirements of the indicated type and level depending on the position being filled.

The selection process for candidates who meet the minimum qualifications and are being considered for selection will include determination of proficiency in the core competencies required for this level and type of work.

CUSTOMER SERVICE SPECIALIST

0442

GRADE I

LEVEL DEFINITION:

Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs provided within a workforce center that provides enhanced services on a group or individual basis. This level will primarily provide the intensive services offered within the workforce center. Work may involve some of the duties normally assigned at both the Specialist and Consultant levels in this series depending on the number, size, and type of services provided in smaller workforce centers.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Conduct comprehensive and/or specialized assessments of customer needs and abilities in cases where intensive services are required.
- Develop and manage individualized employment plans.
- Conduct individual or group counseling and training on employment-related matters.
- Provide individualized career development planning.
- Provide short-term pre-vocational services.
- Receive and process job orders.
- Match appropriate applicants to jobs.
- Assist businesses with recruitment and pre-screening of applicants.
- Determine eligibility and enrollment for various programs.
- Perform case management of individuals participating in training programs and other services.

MINIMUM QUALIFICATIONS:

Requires six years of work experience performing administrative, customer, or employment services duties of progressively increasing complexity that involved providing information and assistance to customers within an organization that offers a variety of products or services. Work experience normally includes receiving and analyzing information, determining an appropriate solution from a number of alternatives, and assisting or directing customers in implementing and completing necessary steps to resolve issues or satisfy inquiries.

Related college-level course work may be substituted for four years of the work experience requirement on a year-for-year basis. The hiring authority may define more specific education and work experience requirements of the indicated type and level depending on the position being filled. Internal candidates meet the minimum qualifications for this class if they have completed two years of work as a Customer Services Representative

The selection process for candidates who meet the minimum qualifications and are being considered for selection will include determination of proficiency in the core competencies required for this level and type of work.

CUSTOMER SERVICE CONSULTANT
GRADE J

0443

LEVEL DEFINITION:

Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs being provided within a workforce center and the

CLASS CODES: 0441
0442
0443
0444

ND Class Description
Customer Service

development of customized service plans and provision of enhanced services to employers, employees, and applicants on an individual or group basis. In addition, work involves providing continuous support to enhance the employee resource for employer needs and coordinating the variety of employment services provided by the work center. Work may involve specialization in a specific group of occupations or business types in a work center with a large customer base. Work may also involve a limited number of duties normally assigned at both the Representative and Specialist levels depending on the number, size, and type of services provided in smaller work centers.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Develop programs to enhance basic skills and/or occupational skills of employees and applicants.
- Develop on-the-job training programs to address specialized deficiencies in employment opportunities.
- Develop business-customized employment training to enhance workforce opportunities for area business customers.
- Conduct research on current employment information and advise business customers of probable training available to enhance their existing and future workforce; prepare reports, formal proposals, and presentations.
- Provide for continual communication and coordination among work center resources, area educational institutions, and available employee rehabilitation services to ensure the optimum utilization of all available programs to enhance employment opportunities.
- Provide continuous administration of programs and make recommendations for improvement.
- Compile and analyze workforce information to identify, evaluate, and enhance services to meet customer needs.
- Promote services and programs offered through the workforce center.
- Serve as a lead worker or team leader to coordinate and apply programs available through a major function of the work center.

MINIMUM QUALIFICATIONS:

Requires seven years of work experience performing administrative, customer, or employment services duties of progressively increasing complexity that involved providing information and assistance to customers within an organization that offers a variety of products or services. Work experience normally includes receiving and analyzing information, determining and developing an appropriate solution, and assisting or directing customers in implementing and completing necessary steps to resolve issues or satisfy inquiries.

Related college-level course work may be substituted for four years of the work experience requirement on a year-for-year basis. The hiring authority may define more specific education and work experience requirements of the indicated type and level

depending on the position being filled. Internal candidates meet the minimum qualifications for this class if they have completed one year of work as a Customer Services Specialist .

The selection process for candidates who meet the minimum qualifications and are being considered for selection will include determination of proficiency in the core competencies required for this level and type of work.

CUSTOMER SERVICE SENIOR CONSULTANT

0444

GRADE K

LEVEL DEFINITION:

Work at this level involves a comprehensive understanding of all basic, intermediate, and advanced services and programs being provided within a workforce center and the development of customized service plans and provision of enhanced services to employers, employees, and applicants on an individual or group basis. In addition, work involves providing continuous support to enhance the employee resource for employer needs and coordinating the variety of employment services provided by the work center. Work includes supervision and coordination responsibility of a major function within a Customer Service Office and reports directly to a Customer Service Manager or Customer Service Area Director.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Promote and market services and programs offered through the One Stop Environment of Job Service North Dakota.
- Serve as a team leader and supervisor to coordinate and apply programs of a major function within a Customer Service office (i.e., Applicant Services, Business Services) and serve as part of the management team for the Customer Service Area.

MINIMUM QUALIFICATIONS:

Requires seven years of work experience performing administrative duties, or providing employment resource services or economic development opportunities and that included at least one year of team leader, lead worker or supervisory responsibilities.

Related college-level course work may be substituted for four years of the work experience requirement on a year-for-year basis. The hiring authority may define more specific education and work experience requirements of the indicated type and level depending on the position being filled. Internal candidates meet the minimum qualifications for this class if they have completed one year of work as a Customer Services Consultant and meet the requirement for team leader, lead worker or supervisory work experience.

CLASS CODES: 0441
0442
0443
0444

ND Class Description
Customer Service

The selection process for candidates who meet the minimum qualifications and are being considered for selection will include determination of proficiency in the core competencies required for this level and type of work.

Eff. Date: 04/00

Rev: 09/00 – Added fourth level

Rev: 7/12 – Conversion to Hay System