

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Telephone Service Representative**

**Class Code: 20225**

**Pay Grade: GE**

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### **A. Purpose:**

Responds to calls on a telephone system specifically designed to accept calls from clients or users of a program or activity to ensure fast and accurate answers to questions from one centralized location.

### **B. Distinguishing Feature:**

Telephone Service Representatives answer questions about general program or activity operations as their primary function. They typically receive calls on a toll free number or special agency number reserved for answering information questions from clients or users.

Staff Assistants perform clerical support functions and route incoming calls to the appropriate person or office.

Secretaries perform a wide variety of clerical and office support functions.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Answers questions from callers on program or activity operations to ensure callers are given consistent answers in an efficient manner.
  - a. Answers questions concerning eligibility, status of specific cases or files, estimates of time-frame for completion of processing, standard fees, and other general questions about the program or activity.
  - b. Reviews and interprets a variety of records and understands the computer codes associated with each system.
  - c. Determines if a caller should be given the specific information requested by applying Freedom of Information Act and Privacy Act guidelines, Driver's Privacy Protection Act guidelines, and department policies.
  - c. Queries information from manuals, computer systems, and driver licensing systems to provide specific answers to callers' questions and insurance companies.
  - d. Determines when callers should be referred to a supervisor or may warrant further investigation.
2. Maintains manual or computerized log of telephone calls to develop statistics on telephone services and point out repetitive problem areas in the program or activity.
  - a. Records the telephone call, questions asked, duration of calls, and final resolution of problems.
  - b. Receives training on the process or activity the calls are generated from and its associated computer systems.
3. Initiates, prepares and reviews written responses to telephone inquiries to supplement or document information given over the telephone.
  - a. Applies interpretations of rules and regulations and department policies and procedures.
  - b. Researches and determines solutions to prepare responses.
4. Performs other work as assigned.

#### **D. Reporting Relationships:**

Reports to an office administrator.

#### **E. Challenges and Problems:**

Challenges include providing answers to caller's questions quickly and accurately. This is difficult because of the large volume of information the incumbent must review to find answers to callers' questions and the information is constantly changing as a result of changes in state and federal laws, rules, and regulations.

Problems include dealing with irate callers, callers who do not know who they should talk to, and determining when a caller should be referred elsewhere for more information.

#### **F. Decision-making Authority:**

Decisions include answers given to callers, which computer system to access to find the answers to callers' questions, when a caller should be referred to another staff member or another agency, and the draft content of written responses to callers' questions.

Decisions referred include eligibility of specific client's program services, department policy on program or activity operations, the content of reference manuals or computer systems, final disposition of referred calls, and final approval of written responses to caller questions.

#### **G. Contact with Others:**

Daily contact with clients and users of the program or activity, general public to answer questions, and other staff in the division or in other agencies for referral of specific questions; and weekly contact with program or activity staff to give and receive information on updates, changes, attorneys, court administrators, insurance companies, law enforcement representatives, and corrections to program or activity operations.

#### **H. Working Conditions:**

Typical office environment.

#### **I. Knowledge, Skills and Abilities:**

Knowledge of:

- assigned program or activity;
- computer operation;
- applicable manual or computer reference systems;
- telephone etiquette.

Ability to:

- prioritize large volumes of work;
- communicate information clearly and concisely;
- use manual and computer reference systems to find answers to questions;
- deal tactfully with others.