

O&M CUSTOMER SUPPORT REPRESENTATIVE I/II

DEFINITION

Under supervision, works to predict, receive, prioritize, and satisfactorily resolve facility work requests from court liaisons; assists in the resolution by researching and providing estimates and information to customers and service providers for the coordination and scheduling of the work; performs related work as assigned.

CLASS CHARACTERISTICS

O&M Customer Support Representative I is the entry-level class in the customer support series. Initially under close supervision, incumbents hold the primary role of customer advocate in responding to customer's maintenance and facility needs and providing resolution in a timely manner. As experience is gained, there is greater independence of action within established guidelines. This class is alternately staffed with O&M Customer Support Representative II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency that meets the qualifications of the higher-level class.

O&M Customer Support Representative II is the journey-level class of this series, fully competent to independently perform the full range of customer support duties. Under supervision, incumbents hold the primary role of customer advocate in responding to requests for service.

EXAMPLES OF DUTIES (*illustrative only*)

- Determines the nature of each request, analyzing the separate components to decide on the most efficient and cost effective course of action.
- Drafts an estimate of the steps, cost, and timeline required for resolution of the facility issue and provides this information to the service provider.
- Cross checks the progress of maintenance contracted and coordinated through the service provider; follows work through to completion and keeps customers informed of the status.
- Provides information to the general public or other agencies by telephone or in person, answers inquiries or requests, and resolves complaints and problems.
- Evaluates inquiries in order to provide the most useful and appropriate information.
- Assists in the dissemination of information concerning the functions and services of various agencies.
- Follows up on requests with progress reports.
- Receives requests from court liaisons by phone, fax, internet, or walk-in.
- Explains, in general terms, procedures, office hours, and locations of various court facilities.
- Maintains organizational and/or personnel directories and other reference guides.

- Operates computer equipment in providing information and resolving routine problems and complaints.
- Performs data processing related duties including encoding data, data entry and retrieval, and routine computer terminal operations.
- Receives and responds to customer requests and facilitates their resolution; refers and follow work requests through to completion and keeps customers informed.
- Maintains central resource information including water meter records, phone lists, procedures, maps, referral information, departmental files, call out schedules and records.
- Maintains the CAFM work order tracking database to record service requests.
- Keeps information of team work schedules, team member locations, and major projects to be able to inform and assist customers.
- Operates phone, radio, pager, fax, computer and other communications systems.
- Coordinates communications for Maintenance Department during activation of Emergency Operations Center for the Judicial Council.
- Prepares billing information for work requests that warrant a chargeback fee; evaluates Maintenance Department services that are potentially billable.

WORKING CONDITIONS

- Must be available to work overtime and on weekends and holidays as needed.

QUALIFICATIONS

Knowledge of:

- Principles and practices of facility maintenance management.
- Methods and procedures used in planning and estimating job projects.
- Terminology, phrases, and conditions used in contracts and specifications.
- Basic functionality of computerized maintenance management systems.
- Basic principles of cost management and cost-effectiveness.
- Overall procedures and equipment used in various building trades.
- The operation of personal computers and the use of specified computer applications, such as word processing and data entry.
- Correct business English, including spelling, grammar, and punctuation.
- Business arithmetic.
- Record-keeping principles and practices.
- Office practices and procedures, including filing and the operation of office equipment.
- State geography and road networks.
- Operation and usage of CRT equipment.
- Operation of telephone switchboard equipment.

Ability to:

- Listen and ascertain the needs of customers.
- Communicate accurate information concerning process, policies, and procedures to customers.
- Monitor contractor's work, costs, and progress.
- Plan, oversee and evaluate the work of contractors, subcontractors, and others.
- Understand and follow oral and written directions.
- Respond to and solve problems in an efficient manner.
- Operate personal computers and use specified computer applications, such as word processing and data entry.
- Learn and use the CAFM database system.
- Respond effectively to changing priorities while maintaining sense of control.
- Accomplish work tasks in light of competing demands.
- Be skillful in the clear expression of ideas over the telephone.
- Communicate effectively in English, both orally, and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain public relations in an effective, tactful and courteous manner.

Licenses and Certificates:

None required.

Education and Experience:

O&M Customer Support Representative I:

Equivalent to graduation from high school is required and either two years of experience in performing direct customer service and/or work reception or two years of increasingly responsible experience in the facility trades.

O&M Customer Support Representative II:

Equivalent to graduation from high school and three years of experience in performing direct customer service and/or work reception. One of the required years of experience must have included interpretation and evaluation of maintenance requirements and administrative activities in various facility trades such as structural, HVAC, electrical, plumbing, grounds, or utility maintenance.

OR

One year as an O&M Customer Support Representative I with the judicial branch.

Possession of an associate's or bachelor's degree in a directly related field may be substituted for the experience on a year-for-year basis for either the I or II level.