

CUSTOMER REPRESENTATIVE ASSOCIATE I

Code: 651200

Pay Grade: 11 (\$12.63 - 17.70/hr)

Open for Recruitment: April 26, 2017 - *Until Canceled*

JOB DESCRIPTION

As an employee in this classification, you will provide office and administrative support work directly and indirectly assisting customers in securing services such as communication transmissions, employment, ferry, social, or public services. Your responsibilities require independent judgment in handling exceptions to established work assignments, priorities, and schedules.

Typical Duties

- Corresponds with the public to receive/provide information and/or address complaints.
- Prepares worksheets and performs data entry.
- Queries for data via telephone, computer, and/or written communication.
- Examines documents/information, determines facts, detects errors and irregularities, and takes action as authorized.
- Establishes computerized and/or manual filing systems.
- Formats and types standard business correspondence from draft or dictation into final form using varied correspondence formats.
- Writes regular and/or periodic reports.
- Applies to routine individual cases an explanation and interpretation of applicable rules, regulations, policies, procedures, codes, and/or documentation requirements.

MINIMUM REQUIREMENTS

In order to qualify you must have, training, education, or experience in office and administrative support work that demonstrates 1) competency in applying a solid knowledge of the principles and practices of quality customer service to perform complex work in assisting the public on matters such as communication transmissions, employment, ferry, social, or public services; and 2) ability to use independent judgment in handling exceptions to established work assignments, priorities, and schedule.

LICENSING REQUIREMENTS: *Some positions may require possession of a valid Class B Maine Motor Vehicle Operator's License.*

***Value of State-paid Dental Insurance: \$13.13 biweekly**

Value* of State-paid Health Insurance:

- Level 1: 100% State Contribution (employee pays nothing): \$427.57 biweekly
- Level 2: 95% State Contribution (employee pays 5%): \$406.19 biweekly
- Level 3: 90% State Contribution (employee pays 10%): \$384.81 biweekly
- Level 4: 85% State Contribution (employee pays 15%): \$363.43 biweekly

*The level of the actual value of state paid Health Insurance will be based on the employee's wage rate and status with regard to the health credit premium program as of July 1, 2017

Value of State's share of Employee's Retirement: 15.12% of pay.



- Public Service
- Career Diversity
- Statewide Locations
- Benefits
- Retirement
- Paid Holidays
- Training
- Career Path
- Promotional Opportunities

HOW TO APPLY

Clicking on the **APPLY NOW** link next to the job title on the Open Competitive Listing will bring you to the online application process.

ADDITIONAL INFORMATION

Your application evaluation results will be emailed to the address you use to login to your online account.

Qualified applicants will be placed on an Employment Register for this classification.

The Bureau of Human Resources reserves the right to use any scoring methods necessary to identify the most qualified candidates.