

CUSTOMER REPRESENTATIVE ASSOCIATE II

Code: 659800

Pay Grade: 13 (\$13.38 – 18.74/hr)

Open for Recruitment: March 31, 2017 – *Until Canceled*

JOB DESCRIPTION

This position provides customer service in assisting internal and external customers requiring a solid knowledge of the principles and practices of quality customer service. In this classification, you will provide office and administrative support work with a regulatory or eligibility component in assisting the public with applications, fees, examinations, and/or services. Responsibilities require independent decision-making on the appropriate processes to follow, information to process, and actions to take.

Typical duties:

- Assists customers and providers with reporting, eligibility and compliance requirements.
- Coordinates approved customer services.
- Codes, computes, verifies, posts, reconciles, and/or updates standard documents and financial transactions.
- Tracks and/or monitors contracts and/or licenses.
- Presents routine factual information to individuals/groups.

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 with applications, fees, examinations or social services that have an eligibility or compliance component and 2) the ability to use independent decision making on the appropriate processes to follow, information to process and actions to take in accordance with standard procedures.

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.