

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification & Salary Guidelines

Occ. Code 2272100

Citizen Services Representative, NS Grade 18

2272100

Brief Description of Class

Citizen Services Representatives respond to citizens' inquiries and serve as a link between State government and its constituents to provide services.

Distinguishing Characteristics

Citizen Services Representative

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Illustrative Duties

Citizen Services Representative

- Provide referrals to individuals who request assistance; and handle complaints about government programs or agencies' actions.
- Provide information on the programs of various State agencies.
- Analyze complaints and information requests; develop recommendations for modification of agencies' policies and procedures; and may recommend new laws and programs to improve services.
- Coordinate requests for assistance with State agencies' designees to ensure that services are delivered promptly.
- Investigate complaints concerning delivery of services and prepare reports for executive review.
- Cooperate with and assist local governments in the development of citizen services programs.
- Act as liaison at regional offices for services provided by the Department of State.

Minimum Qualifications

Bachelor's degree and two years of relevant experience.*

*Substitutions: four years of specialized experience or associate's degree and two years of specialized experience may substitute for bachelor's degree; J.D. or master's degree may substitute for one year of specialized experience; Ph.D. may substitute for two years of specialized experience.

Note: Classification & Salary Guidelines illustrate the nature and scope of duties and responsibilities of the exempt classes they describe, and the recommended salary ranges for such classes. These guidelines cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those recommended for appointment at the time the guidelines were written.

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