

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

**Occ. Code 2535100**

**Consumer Services Representative 1, Grade 11    2535100**  
**Consumer Services Representative 2, Grade 14    2535200**

Brief Description of Class Series

Consumer Services Representatives resolve complaints between consumers and business organizations through voluntary mediation. They also educate the public on a variety of issues affecting New York State consumers.

These positions are only classified at the Department of State (DOS).

Distinguishing Characteristics

*Consumer Services Representative 1:* full performance level; receives and responds to consumer complaints; gathers and reviews pertinent information; and resolves consumer complaints through correspondence, personal conversations, voluntary mediation, or refers complainants to the appropriate jurisdiction.

*Consumer Services Representative 2:* first supervisory level; supervises several Consumer Services Representatives 1 and supporting clerical staff; and resolves the more difficult cases.

Related Classes

Motor Vehicle Consumer Services Representatives attempt to resolve consumer complaints regarding the activities, work practices, and fees charged by businesses regulated by the Department of Motor Vehicles, such as licensed inspection stations; repair shops, automobile dealers or transporters; all-terrain vehicle, boat, and snowmobile dealers; dismantlers; other junk and salvage facilities; and certified inspectors. They determine if violations of the New York State Vehicle and Traffic Law and/or the Motor Vehicle Commissioner's Rules and Regulations have occurred and mediate between complainants and involved automotive facilities.

## Illustrative Tasks

### *Consumer Services Representative 1*

Resolves complaints between consumers and business organizations; reviews each case to determine appropriate action and responds to all complaints in a professional manner within target timeframes.

Records any action taken in response to a complaint in a database management system to ensure effective case management.

Handles Legislative and other priority consumer complaints and advises Consumer Services Representative 2 or other higher-level staff on status of all cases upon successful resolution of consumer's complaint.

Answers Level 2 Consumer Helpline calls and educates New York State consumers regarding issues of critical import.

Creates and maintains a reference file of educational materials affecting New York State consumers that can be accessed for Consumer Helpline calls.

Advises higher-level staff regarding any new consumer trends that may have an impact on a significant number of New York State consumers.

Assists in staffing outreach events.

Mails complaint forms to consumers that have requested a printed form; responds to all requests for educational materials and complaint forms.

Processes all FOIL requests and Press Details; completes database searches as needed.

### *Consumer Services Representative 2*

May perform all of the same duties and functions as a Consumer Services Representative 1.

Performs the full range of supervisory responsibilities such as time and attendance and performance evaluations.

Trains Consumer Services Representatives 1 in conducting telephone interviews and reviewing correspondence from consumers concerning their specific complaint, and on procedures for responding to more difficult customer complaints.

Assists in the review and development of complaint handling procedures and recommends opportunities to improve the process and provide better service for consumers.

Analyzes and resolves more complex consumer complaints and issues.

Assists public officials and representatives of consumer organizations with sensitive and more generic issues and prepares appropriate responses.

Determines the need for and requests information and data required to determine the correct response to a complaint or inquiry.

Prepares reports, identifies complaint trends, and makes recommendations on workload complaint activities and staffing.

Monitors the operation of the consumer complaint tracking system, provides information and support to staff and recommendations for system improvements.

Determines the need for programs to compile information and designs these programs with the assistance of higher-level staff.

Responds to staff inquiries concerning software use and hardware troubles associated with the complaint database and assists users and refers the most complex issues to higher level staff.

Operates and maintains the call center telecommunications systems; participates in the selection of hardware and software needed to support call center operations.

Monitors the quality of service and measures consumer satisfaction with the complaint handling process.

Prepares information for customer surveys and tabulates responses.

### Minimum Qualifications

#### *Consumer Services Representative 1*

Promotion: one year of permanent competitive service in a position allocated to Grade 6 or higher.

Open Competitive: either 1) two years of full-time experience in a position interacting with the general public where your primary responsibility is communicating effectively to provide information concerning and/or explaining programs, policies and/or procedures, or to resolve customer issues and/or problems; OR 2) 30 semester credit hours of

college-level study AND one year of full-time experience as described in option #1; OR  
3) 60 semester credit hours of college-level study.

*Consumer Services Representative 2*

Promotion: one year of permanent competitive service as a Consumer Services Representative 1.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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