

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

Tentative Classification Standard

Occ. Code 2546100

Call Center Representative 1, Grade 9	2546100
Call Center Representative 2, Grade 14	2546200
Call Center Representative 3, Grade 17	2546300

Brief Description of Class Series

Call Center Representatives work at the various call centers of New York State. Incumbents perform such tasks as providing information, over the telephone, to callers regarding state services and programs.

Call Center Representatives are classified at call centers. Most incumbents work at various call center clusters which disseminate information for several agencies.

Distinguishing Characteristics

Call Center Representative 1: full-performance level; under the direction of a Call Center Representative 2, responds to verbal, written, and electronic inquiries from customers, provides information about agencies' programs and services, conducts interviews to secure complete information and identify the appropriate course of action, and contacts New York State agencies and the private sector to gather information to resolve complaints and process requests.

Call Center Representative 2: first supervisory level; under the general direction of Call Center Representative 3, supervises lower-level Call Center Representatives and handles the more-difficult calls. Incumbents typically supervise five or more Call Center Representatives 1.

Call Center Representative 3: second supervisory level; under the general direction of higher-level call center staff, provides supervision, guidance, and oversight to teams of lower-level Call Center Representatives. Incumbents typically supervise five or more Call Center Representatives 2.

Related Classes

Call Center Representative 4 provides supervision, guidance, and oversight to teams of lower-level Call Center Representatives; develops and delivers training programs. Incumbents typically supervise two or more Call Center Representatives 3.

Call Center Manager, under the general direction of the Call Center Assistant Director, manages the activities and staff of the Operations Unit, including the administrative supervision of a Call Center Representative 4.

Call Center Quality Assurance Specialists apply quality assurance principles to the review, evaluation, and monitoring of services delivered, and the quality of customer service provided in a call center.

Illustrative Duties

Call Center Representative 1

Utilizes various information systems to track and respond to telephone and electronic inquiries from customers.

Provides information about agencies' programs and services, primarily by telephone.

Explains and interprets information by telephone to applicants, clients, and other customers.

Interviews clients, applicants, and other individuals to secure complete information needed to complete forms, records, documents and/or identify the appropriate course of action.

Contacts New York State agencies and the private sector to gather information to respond to inquiries, resolve complaints, and process requests from clients, applicants, and other parties.

Contacts clients, applicants, and other persons to schedule interviews, hearings, and appointments for other reasons.

Drafts correspondence in reply to in-person and telephone requests from clients, applicants, and other persons.

Updates account information in various electronic systems.

Call Center Representative 2

Supervises Call Center Representatives 1 and ensures that performance expectations are met; performs the full range of supervisory responsibilities.

Monitors telephone calls taken by Call Center Representatives 1, engages in direct customer contact, and performs other tasks to ensure adherence to quality control, performance, and operational standards.

Answers incoming calls to provide assistance to Call Center Representatives 1.

Handles the more difficult calls and issues, as referred by Call Center Representatives 1, to ensure both a prompt and appropriate resolution of problems and any necessary corrective actions are taken.

Provides technical assistance or training.

Assists in maintaining and revising the Call Center Policy and Procedures Manual, various training documents, and various other materials which serve as instructional aids.

Identifies problem or complaint trends in a particular subject area and communicates these to the appropriate division and/or section for handling.

Manages and directs program activities by setting priorities and deadlines.

May also perform all the duties and responsibilities of a Call Center Representative 1.

Call Center Representative 3

Supervises Call Center Representatives 2 and provides guidance and oversight to teams of lower-level Call Center Representatives; performs the full range of administrative supervisory responsibilities.

Communicates with call center staff to plan and review department/division/section procedures and activities.

Monitors work standards and daily volume to track and maintain service levels and meet productivity level objectives.

Provides ongoing feedback to identify problem areas and methods or techniques for improvement. Recommends solutions to workload problems and implements changes.

Assists higher level staff in establishing work and quality control standards and productivity goals.

Collects and analyzes statistical data on production and prepares various reports.

Resolves problems and reports critical issues to management.

May also perform all of the duties and responsibilities of a lower-level Call Center Representative.

Minimum Qualifications

Call Center Representative 1

Open Competitive: high school graduation or equivalency AND one year of experience in a position where your primary responsibility was providing customer service to the general public either in an environment with substantial face-to-face interaction or in a call center environment; or 30 college semester credit hours.

Call Center Representative 2

Promotion: one year of permanent service as a Call Center Representative 1.

Open Competitive: high school graduation or equivalency AND three years of experience in a position where your primary responsibility was providing customer service to the general public either in an environment with substantial face-to-face interaction or in a call center environment. Substitution: 60 college credits substitutes for one year of experience; or a bachelor's degree substitutes for two years of experience

Call Center Representative 3

Promotion: one year of permanent service as a Call Center Representative 2.

Open Competitive: high school graduation or equivalency AND four years of experience in a position where your primary responsibility was providing customer service to the general public either in an environment with substantial face-to-face interaction or in a call center environment. Substitution: 60 college credits substitutes for one year of experience; or a bachelor's degree substitutes for two years of experience

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 of the work that might appropriately be performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

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EJM