

New York State Department of Civil Service

DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

Occ. Code 6832100

Customer Service Program Specialist 1, Grade 18	6832100
Customer Service Program Specialist 2, Grade 23	6832200
Customer Service Program Specialist 3, Grade 25	6832300
Customer Service Program Specialist 4, M-2	6832400

Brief Description of Class Series

Customer Service Program Specialists implement customer service campaigns and program evaluations, implement continuous improvement processes in the New York State Insurance Fund's customer service call center, and perform critical case management. These positions develop analytics, promote internal and external customer service operations, and evaluate feedback and emerging trends to suggest process and programmatic changes.

These positions are only classified at the New York State Insurance Fund (NYSIF).

Distinguishing Characteristics

Customer Service Program Specialist 1: non-competitive; full performance level; participates in the implementation of customer service programs; provides technical support and assistance to customers and clients.

Customer Service Program Specialist 2: non-competitive; first supervisory level; trains and assists lower-level Customer Service Program Specialists and staff; handles escalated customer service issues; evaluates call data and emerging trends.

Customer Service Program Specialist 3: non-competitive; second-level supervisory level; assists with monitoring and tracking program activities.

Customer Service Program Specialist 4: non-competitive; managerial; directs lower-level Customer Service Program Specialists and staff; plans, coordinates, and oversees operations; directs all facets of NYSIF internal and external customer service efforts.

Illustrative Duties

Customer Service Program Specialist 1

Assists in the design and distribution of information related to inquiries, response mapping, and instrument validation.

Communicates with customers concerning products, and programs; provides additional information in a variety of internal and external forums, including meetings, educational events, outreach, and tradeshow.

Collects customer data to identify trends; reviews and analyzes findings, and prepares summaries identifying pressure points.

Assists in the design and distribution of continuous improvement surveys to internal departments and external clients.

Prepares reports based upon data and survey findings and proposes modifying business processes, and projects concerning customer service.

Develops promotional materials, including brochures, posters, and giveaways.

Completes reviews of internal and external customer interactions, especially in those cases where issues have reached critical incident levels.

Consults and partners with other agencies and non-state entities in various forums to ensure NYSIF follows industry best practices.

Coordinates with internal Departments, stakeholders, customers, and staff to best fulfill the agency's strategic goals, objectives, and streamlined and efficient service delivery to all customers.

Customer Service Program Specialist 2

May perform all the duties of a Customer Service Program Specialist 1.

Plans, organizes, and directs staff activities related to customer service operations, program evaluation, continuous review processes, and critical case management.

Researches case histories on the most complex incidents.

Reviews and analyzes production reports.

Contributes to the design of promotional materials and giveaways.

Corresponds with Department staff to solicit comments on policies and procedures.

Designs and maintains tracking systems related to numerous streams of data, reports, and inquiries.

Performs the full range of supervisory responsibilities over Customer Services Program Specialists 1 and may supervise Customer Service Representatives.

Customer Service Program Specialist 3

May perform all the duties of a Customer Service Program Specialist 2.

Establishes workload priorities and determines staff assignments.

Assists in developing trainings for Customer Service Contact Center staff.

Manages statewide customer service feedback database, including Contact Center, Governor's Office correspondence, legislative constituent inquiries and Department of Financial Services statutory complaints.

Assists in developing customer service centric policies, procedures, goals, and objectives.

Oversees the design and distribution of customer survey instruments.

Conducts analyses on high profile and sensitive customer complaints and inquiries.

Resolves the most complex customer service complaints and meets directly with stakeholders to negotiate solutions when necessary.

Conducts quality assurance activities and monitors customer service issues such as account management.

Performs the full range of supervisory responsibilities for a staff of Customer Service Program Specialists 1 and 2, and may supervise units staffed with Customer Service Representatives.

Customer Service Program Specialist 4

May perform all the duties of a Customer Service Program Specialist 3.

Develops and implements customer service policies, procedures, goals, and objectives.

Manages relationships with high-profile customers.

Monitors and revises operations to improve customer service functions and customer satisfaction. Works with managers across the agency to meet customer service goals.

Establishes internal controls to determine cause for customer complaints and ensure accountability.

Monitors productivity and customer satisfaction. Reviews and analyzes all reports and information.

Establishes customer service priorities and works with higher-level staff across the agency to implement.

Supervises a staff of Customer Service Program Specialists and may supervise multiple units staffed with Customer Service Representatives.

Directs all facets of NYSIF internal and external customer service efforts.

Minimum Qualifications

Customer Service Program Specialist 1

Non-Competitive: six years of business experience, including four years of customer service experience.

Substitutions: an associate's degree may substitute for two years of specialized experience; a bachelor's degree may substitute for four years of specialized experience; a master's degree may substitute for five years of specialized experience and a Juris Doctor (JD) may substitute for six years of specialized experience.

Customer Service Program Specialist 2

Non-Competitive: seven years of business experience, including five years of customer service experience.

Substitutions: an associate's degree may substitute for two years of specialized experience; a bachelor's degree may substitute for four years of specialized experience; a master's degree may substitute for five years of specialized experience and a Juris Doctor (JD) may substitute for six years of specialized experience.

Customer Service Program Specialist 3

Non-Competitive: eight years of business experience, including six years of customer service experience, with one year of supervisory experience.

Substitutions: an associate's degree may substitute for two years of specialized experience; a bachelor's degree may substitute for four years of specialized experience; a master's degree may substitute for five years of specialized experience and a Juris Doctor (JD) may substitute for six years of specialized experience.

Customer Service Program Specialist 4

Non-Competitive: nine years of business experience, including seven years of customer service experience, with two years of supervisory experience.

Substitutions: an associate's degree may substitute for two years of specialized experience; a bachelor's degree may substitute for four years of specialized experience; a master's degree may substitute for five years of specialized experience and a Juris Doctor (JD) may substitute for six years of specialized 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 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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