

REASON FOR THIS POSITION

1. NEW 2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) 3. REPLACES PD NUMBER (8)

**POSITION DESCRIPTION
COVERSHEET**

RECOMMENDED

4. TITLE: Customer Service Representative (OA)

5. PAY PLAN (2): GS 6. SERIES (4): 0303 7. GRADE (2): 08

8. WORKING TITLE (Optional): 9. INCUMBENT (Optional):

OFFICIAL

10. TITLE: *Customer Service Representative*

11. PP (2): GS 12. SERIES (4): 303 13. FUNC. (2): 14. GRADE (2): 8 15. DATE (mm/dd/yyyy): 3/22/02 16. I/A: Yes No 17. CLASSIFIER (Name): *Richardson*

18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)

1st U.S. Dept. of Housing and Urban Development	5th
2nd Office of Field Policy and Management	6th
3rd	7th
4th	8th

SUPERVISOR'S CERTIFICATION

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that this information is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE: *Pamela H. Patenaude* 20. DATE (mm/dd/yyyy): 22. SECOND LEVEL SUPERVISOR'S SIGNATURE: *Pamela H. Patenaude* 23. DATE (mm/dd/yyyy):

21. SUPERVISOR'S NAME: Pamela H. Patenaude 24. SECOND LEVEL SUPERVISOR'S NAME: Pamela H. Patenaude

21a. SUPERVISOR'S TITLE: Assistant Deputy Secretary for Field Policy & Management 24a. SECOND LEVEL SUPERVISOR'S TITLE: Assistant Deputy Secretary for Field Policy & Management

FACTOR EVALUATION SYSTEM

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS	
1. Knowledge Required	1-5	750	6. Personal Contacts	6-2	25	
2. Supervisory Controls	2-3	275	7. Purpose of Contacts	7-2	50	
3. Guidelines	3-3	275	8. Physical Demands	8-1	5	
4. Complexity	4-3	150	9. Work Environment	9-1	5	
5. Scope and Effect	5-3	150	TOTAL POINTS		1,685	
					GRADE	GS-8

CLASSIFICATION CERTIFICATION

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OP Mor, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE: *Donna H. Richardson* 30. DATE (mm/dd/yyyy): 3/22/02

31. NAME: DONNA H. RICHARDSON 31a. TITLE: Personnel Mgt Spec

32. REMARKS: *BARGAINING Unit Position* Ref: Miscellaneous Clerk and Assistant Series, 01/79; TS-34; 11/79, TS-37; Primary Standard, 07/99, HRCD-7; Office Automation Grade Evaluation Guide, 11/90, TS-100

FPL-GS-8 Adv Exempt FLSIT

MASTER RECORD / INDIVIDUAL POSITION DATA

THIS SIDE TO BE COMPLETED BY THE CLASSIFIER

A. KEY DATA

1. FUNCTION (1) A A/C/D/I/R	2. DEPT. CD./AGCY-BUR-CD. (4) HU83	3. SON (4) 4400	4. MR. No. (6)	5. GRADE (2) 08	6. IP NUMBER (8)
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B. MASTER RECORD

1. PAY PLAN (2) GS	2. OCC. SER. (4) 038	3. OCC. FUNC. CD (2)	4. OFF. TITLE CD (6)	5. OFF. TITLE (38) CUSTOMER SERVICE REPRESENTATIVE
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6. HQ. FLD. CD (1) 2 1 = HQ 2 = FLD	7. SUP. CD. (1) 8 1 = Sup. SGEG 3 = Mgr. SGEG 4 = Sup. CSRA	5 = Mgmt. CSRA 6 = Leader LGEG 8 = All Others	8. CLASS. STD. CD. (1) X = New Std. Applied Blank = NA	9. INTERDIS. CD (1) N N = No Y = Interdis.	10. DATE CLASS (mm/dd/yyyy)
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11. EARLY RET. CD. (1) 1 = Primary 2 = Secondary	3 = Foreign Svc. Blank = NA	12. INACT/ACT (1) 1 = Inactive A = Active	13. DATE ABOL. (mm/dd/yyyy)	14. DATE INACT/REACT (mm/dd/yyyy)	15. AGCY. USE (10)
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16. INTERDIS. SER. (40)	(4)	(4)	(4)	(4)	(4)	(4)	(4)	(4)	(4)	(4)
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17. INTERDIS. TITLE CD. (50)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)	(5)
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C. INDIVIDUAL POSITION

1. FLSA CD. (1) N E = Exempt N = Nonexempt	2. FIN. DIS. REQ. (2) 0 0 = None 1 = CD219 2 = CD220	3 = SF278 4 = AD392 5 = SF849	3. POS. SCHED. (1) A = Sched A B = Sched B C = Sched C	O = Excepted but not A, B, C	4. POS. SENS (3) 1N N 0 = Nonsensitive 1 = Noncritical 2 = Critical Sensitive	5. COMP. LVL. (4) 3015
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6. WK. TITLE CD. (4) 9999	7. WK. TITLE (38) CUSTOMER SERVICE REPRESENTATIVE
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8. ORG.STR. CD. (18) (example *83 - 07 - 01 - 0200 - 08 - 19 - 00 - 00*)								9. VAC. REV. CD. (1) 0 0 = Position Action A = No Change				B = Lower Grade C = Higher Grade				D = Different title and/or Series E = New Position/New FTE			
1st	2nd	3rd	4th	5th	6th	7th	8th	0											

10. TARGET GC. (2) 08	11. LANG. REQ. (2)	12. PROJ. DTY IND. (1) Blank = NA Y = Yes	13. DUTY STATION (9) State (2) City (4) County (3)			14. BUS. CD. (4) 0015	15. DATE LAST AUDIT. (mm/dd/yyyy)	16. PAS. IND. (1) Blank = NA 1 = PAS	17. DATE EST. (mm/dd/yyyy)
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18. GD. BASIS. IND. (1) 1 1 = Rev. when vacant 2 = Impact of Person 3 = Sup/SGEG	4 = Sup./Program 5 = RGE 6 = Policy Analysis	7 = Equipment Development Guide 8 = Agency Use 9 = Agency Use ALPHAS = Agency Use	19. DATE REQ.REC. (mm/dd/yyyy)	20. NTE. DATE (mm/dd/yyyy)	21. POS. ST. BUD (1) Y Y = Perm N = Other
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22. MAINT.REV./CLASS.ACT.CD. (2) (1st Digit = Activity and 2nd Digit = Results)						5 = Series Change 6 = Pos. Upgrade 7 = Pos. Downgrade 8 = New Pos.			9 = Other		
Normal Act		Maintenance Review Act		Results							
1 = Desk Audit	5 = Desk Audit	1 = No Action Req.									
2 = Sup. Audit	6 = Sup. Audit	2 = Minor PD Change									
3 = Paper Rev.	7 = Paper Rev.	3 = New PD Req.									
4 = PME/Activity Rev.	8 = Panel Rev.	4 = Title Change									

23. DATE EMP. ASGN. (mm/dd/yyyy)	24. DATE ABOL. (mm/dd/yyyy)	25. INACT/ACT (1) 1 = Inact. 2 = Act.	26. DATE INACT/ACT (mm/dd/yyyy)	27. ACCTG. STAT. (4)	28. INT. ASGN.SER. (4)	29. AGCY USE (8)
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30. CLASSIFIER'S SIGNATURE	31. DATE (mm/dd/yyyy)
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32. REMARKS

CUSTOMER SERVICE REPRESENTATIVE
GS-0303-08

INTRODUCTION

This position is located in various offices within the immediate office of the Regional Director and/or Field Office Director. The incumbent serves as the face and voice of the agency in communities across America and is the first point of contact for HUD's customers and the department. The incumbent functions as a generalist who is able to speak and act knowledgeably about the full range of HUD services. The incumbent utilizes comprehensive program knowledge and facilitation skills in communicating with local officials and organizations.

MAJOR DUTIES AND RESPONSIBILITIES

The incumbent performs the following functions under the guidance of the Regional Directors, Field Office Directors, or their delegated designee:

Public Contact Work

Receives, schedules, refers, and contacts members of the staff, agency, and persons outside the agency ranging from other government agencies to the general public. Regularly involved in high level contacts with visitors and callers from such organizations as: congressional offices, members of the news media, state and local officials, high ranking officials in the field or industry, public action groups, attorneys, presidents or major national or international firms or organizations, and/or leading representatives of foreign governments. Actively participates in the office's programs outside the office.

Provides a broad range of administrative and technical support functions associated with community outreach initiatives and programs within an assigned discipline.

Utilizes proficient skills to support in resolving various types of customer complaints and analyzing customer service trends.

Coordinates the updating of community profiles.

Assists in the coordination of integrated service plans for locations.

CUSTOMER SERVICE REPRESENTATIVE, GS-0303-08 (CONT'D)

As directed, performs community research and analysis and develops general information concerning community outreach programs, standards and/or procedures.

Provides technical assistance to foster local public/private partnerships to achieve community goals.

Coordinates customer service correspondence for the office.

Establishes and maintains current customer service desktop databases, as well as other inner/outer information office databases.

As directed, ensures that timecards and other automated documents are prepared accurately to meet the standards and deadlines established by the Department; maintains and processes time and attendance records for the staff.

Performs other related duties as assigned.

FACTOR 1. KNOWLEDGE REQUIRED BY THE POSITION

- Practical knowledge of technical methods to perform assignments carrying out limited projects which involves use of specialized complicated techniques
- Knowledge of an extensive body of rules, procedures or operations that require extended training or experience to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide range of problems.
- Skill in oral communications and knowledge of basic writing techniques.
- Skill in the use of tact, discretion and diplomacy to deal with a variety of diverse individuals and complex situations.
- Skill in operating office equipment such as a typewriter, personal computer, fax machine, photocopy machine, and the software/electronic mail applications associated with those machines.

FACTOR 2. SUPERVISORY CONTROLS

The incumbent reports to and works directly with the Regional Director, Field Office Director, and/or the Operations Officer/Specialist, who makes assignments by defining objectives, priorities and deadlines; and assists the employee, as may be required, with unusual or highly complex situations. The employee independently carries out the work assignments in accordance with instructions, policies, training, or accepted practices. Completed work is usually evaluated for soundness and conformity to instructions and requirements. The methods used in arriving at the end results are not usually reviewed in detail

CUSTOMER SERVICE REPRESENTATIVE, GS-0303-08 (CONT'D)

FACTOR 4. GUIDELINES

Incumbent is guided by oral instructions, laws, and basic guidelines concerning HUD administrative and programmatic policy statements, regulations, instructions, as well as Departmental memorandum governing the operations of the work unit, as well as recognized techniques or procedures and methods of analyzing community problems and initiatives.

FACTOR 5. COMPLEXITY

The work is concerned with the required assistance in gathering and analyzing various steps, processes, and methods to be applied within the scope of single or multiple projects, community resources issues. The decisions regarding what needs to be done involve various choices that require the incumbent to recognize the existence of easily recognizable situations.

FACTOR 6. SCOPE AND EFFECT

The purpose of the work is to ensure that the mission of the Department and objectives of the Regional Director and Field Office Director are met within the outreach programs' guidelines. The work involves the execution of specific rules, regulations, or procedures and comprises a complete segment of an assignment or project of broader scope.

FACTOR 7. PERSONAL CONTACTS

The personal contacts are with members of the general public, staff members, and other federal agencies and staff of community management officials. Contacts are established on a routine basis and are made by telephone, email, or in person.

FACTOR 8. PURPOSE OF CONTACTS

The purpose of the contacts is to exchange information between the agency and its customers on HUD services, and to provide assistance to senior staff in recommending efficient ways to achieve organizational objectives with dealing in community outreach initiatives.

FACTOR 9. PHYSICAL DEMANDS

The work is sedentary in nature and does not require any special physical demands to perform the work.

CUSTOMER SERVICE REPRESENTATIVE, GS-0303-08 (CONT'D)

FACTOR 10. WORK ENVIRONMENT

The work is performed in a typical office setting.