

Functional Title: Customer Service Representative - TMC	Effective Date: June 22, 2019	Grade: VII	Job Category: Admin Support
Appropriations Title: Customer Service Representative	Effective Date: June 22, 2019	Grade: VII	Job Category: Admin Support
Prior Title: Initial Distribution	Prior Effective Date:	Grade:	Page: 1 of 1

CHARACTERISTICS OF WORK

As an integral team member of the Public Information Office, the Customer Service Representative-TMC is responsible for communicating situational awareness in regards to navigating the State Highway System to the motoring public and serving to support those seeking additional information while traveling.

EXAMPLES OF WORK

The following examples are intended only as illustrations of various types of work performed. No attempt is made to be exhaustive. Related, similar, or other logical duties are performed as assigned. The Department may require employees to perform functions beyond those contained in job descriptions. The Department may modify job descriptions based on Department needs. The Arkansas Department of Transportation is an "at will" employer.

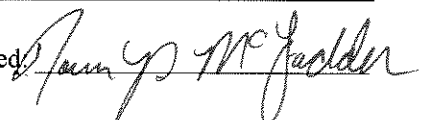
- Field questions and provide information through the Department’s Traveler Information phone line. Transfer calls to internal and external stakeholders as appropriate.
- Monitor the Department’s Traveler Information site IDriveArkansas for developing delays and potential incidents on the State Highway System.
- Monitor the Department’s statewide network of live traffic cameras for enhanced visual verification of delays, incidents and closures on the State Highway System.
- Utilize the Department’s Social Media Management System to engage the public with real-time information for making informed decisions about navigating the State Highway System.
- Utilize the Department’s online chat program to communicate with the public seeking Traveler Information through this texting service.
- Provide support services for the Department’s general email inbox by researching, responding to and forwarding inquiries as appropriate.
- Provide user support for ACTIS (ARDOT Construction and Travel Information System) to both internal and external stakeholders.
- Serve as liaison for media visits to the ARDOT Traffic Management Center when Sr. Customer Service Representative is not available.

MINIMUM REQUIREMENTS

The educational equivalent to a diploma from an accredited high school and experience in a customer service role. Effective writing and communication skills with strong knowledge and execution of proper grammar preferred. Ability to perform duties with an attention to detail and strong analytical skills as well as an attitude that is results-oriented and is driven to execute with a high level of accuracy. Working knowledge of the latest version of Microsoft Office, IDriveArkansas.com and demonstrated social media skills preferred. Meet minimum standards for certification by the Arkansas Crime Information Center (ACIC), including fingerprinting and police background investigation.

(“Accredited” means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.



Functional Title: Customer Service Representative - Switchboard	Effective Date: June 22, 2019	Grade: VII	Job Category: Admin Support
Appropriations Title: Customer Service Representative	Effective Date: June 22, 2019	Grade: VII	Job Category: Admin Support
Prior Title: Office Aide	Prior Effective Date: June 24, 2017	Grade: VI	Page: 1 of 1

CHARACTERISTICS OF WORK

As an integral team member of the Public Information Office, the Customer Service Representative serves as a central point of contact utilizing the Department’s telecommunications system to ensure calls are routed to appropriate stakeholders.

EXAMPLES OF WORK

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- Answer and direct calls to internal and external stakeholders in a polite and efficient manner.
- Field questions and provide information with a positive attitude and helping nature.
- Assist callers in locating and contacting the appropriate person, Division or District.
- Monitor the Department’s Traveler Information site IDriveArkansas for situational awareness of events happening on the State Highway System.
- Assist callers with traveler information.
- Maintain call log and analyze incoming phone traffic.
- Manage the Department’s general email inbox by researching, responding to and forwarding inquiries as appropriate.
- Maintain the Department internal phone book, serving as a clearinghouse for changes as they occur.

MINIMUM REQUIREMENTS

The educational equivalent to a diploma from an accredited high school and experience in a customer service role with comparable job duties. Demonstrated effective communication skills, telephone etiquette, patience, computer competencies, a drive for accuracy and a passion for customer service. Working knowledge of the latest version of Microsoft Office and IDriveArkansas.com.

(“Accredited” means the educational institution or program is accredited by an accrediting organization recognized either by the United States Department of Education or by the Council for Higher Education Accreditation.)

A criminal background check will be required to determine suitability of employment, and failure to meet these standards may cause the applicant to be rejected or terminated from that position.

