

# Missouri Department of Transportation Job Description

**Job Title:** Customer Service Representative

**Title Code:** R01098

**Salary Grade:** 2

**Exemption Status:** Non-Exempt

**Supervisory Responsibilities:** None

**District/Division:** Central and District Offices – Communications

**Effective Date:** 12-16-2024

**Replaces (Effective Date):** 10-01-2022

## **General Summary**

The customer service representative is responsible for receiving incoming telephone calls, e-mails, and correspondence from the public, emergency agencies, and employees; conducts research to answer routine questions or take action and provides follow up to customers. Complex questions and nonstandard issues are referred to appropriate personnel. Responsibilities are performed under moderate supervision.

## **Minimum/Required Qualifications**

- High School Diploma or GED/HiSET
- Two years of clerical experience, or experience in department operations, policies, and procedures.

## **Special Working Conditions/Job Characteristics**

### **Examples of Work**

1. Mails requested materials such as maps and information booklets to outside agencies and the general public.
2. Researches department or district manuals, or makes inquiries to obtain answers to customer questions; informs customers of what actions are being taken with regard to questions or concerns.

3. Notifies appropriate department personnel to act on customer concerns or emergency situations; follows up with appropriate department personnel to ensure response has been made to customer.
4. Completes documentation regarding customer service activities and maintains customer database; compiles and provides requested information to department personnel.
5. May work with Transportation Information Center staff to disseminate Intelligent Transportation System information to customers calling in or to department employees or emergency agencies responding to incidents.
6. May be responsible for radio dispatch (base radio) for district operations; may handle over dimension permits.
7. May help organize public and special events.
8. May develop spreadsheets to manage mailing lists, speakers and events; may create databases to manage direct mailings as well as maintain district bulletin boards.
9. May compile and maintain internal communication documents such as district telephone book and department performance records.
10. Performs other responsibilities as required or assigned.