

Missouri Department of Transportation Job Description

Job Title: Senior Customer Service Representative

Title Code: R01084

Salary Grade: 4

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 senior 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 questions or to take action and provides follow up to customers. Complex nonstandard issues or special problems are referred to appropriate personnel. Responsibilities are performed under general supervision.

Minimum/Required Qualifications

- High School Diploma or GED/HiSET
- Four years of customer service experience, or experience in department operations, policies, and procedures

Special Working Conditions/Job Characteristics

Examples of Work

1. 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.
2. 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.

3. Completes documentation regarding customer service activities and maintains customer database; compiles and provides requested information to department personnel.
4. Mails requested materials such as maps and information booklets to outside agencies and the general public.
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 provide training for department personnel in telephone techniques.
7. May be responsible for radio dispatch (base radio) for district operations; may handle over dimension permits.
8. May help organize public and special events.
9. May write and distribute routine news releases.
10. May create flyers and other publications to support community relations efforts.
11. May create and update web pages and internal sites.
12. May develop spreadsheets to manage mailing lists, speakers and events; may create databases to manage direct mailings as well as maintain district bulletin boards.
13. May coordinate Adopt-a-Highway program and compile and maintain internal communication documents such as district telephone book and department performance records.
14. Performs other responsibilities as required or assigned.