The Maryland-National Capital Park and Planning Commission

Class Code: 936   **Grade:** S8   **Date:** 12/3/17

CLASS TITLE: Call Center/Help Desk Support – Tier 1   **EEO Category:** Admin Support

Characteristics of the Class:

Provides first line support for incoming calls, emails and other contact methods and resolves technical problems in a call center/help desk environment. Solves straight forward problems that require entry level technical skills and/or general or basic customer service experience. Answers will be gathered from existing knowledgebase programs or documents and delivered in a script fashion for existing or known scenarios. Complex issues are escalated to Tier 2 support. Receives, tracks and schedules incoming work orders; and runs reports. Performs other duties as assigned.

Examples of Duties that are Characteristic of the Class:

1. <u>Front Desk Support.</u> Provides general/basic support to internal and external clients in a customer service capacity. Acts as first line representative for incoming calls, emails and other contact methods regarding general knowledge of Parks services and programs (i.e., activities, agency policies, and park use). Provides support for walk-in clients and ticket sales. Gathers information, researches questions using pre-documented instructions and guidelines to perform the functions of the job; and resolves inquiries. If an inquiry requires deviation from existing script, escalates to Tier 2 support. During problem escalations, acts as a liaison between customers and Tier 2 support. Provides quality support with a high degree of customer satisfaction and timeliness.

2. <u>Technical Support.</u> Provides first line support to end users and clients on system inquiries and provides basic troubleshooting support (i.e., class registration, reservations, and client accounting). Runs daily database cleaning reports and executes needed actions. Follows closure procedures to incident requests.

3. <u>Administrative Support.</u> Supports and maintains user account information including rights and security. Obtains and tracks Work Orders. Utilizes Enterprise Asset Management (EAM) to track and manage assets and work orders which involves the following tasks: routing received work orders through the system; and utilizing the Work Order System Scheduling process and Work Order Escalation process to ensure work orders are scheduled; as well as routed to appropriate resources.

4. Performs varied data entry work.

5. Maintains proper recording/tracking of database and incident report documentation.

6. May assist with facilitation and training of new employees on systems and Call Center/Help Desk procedures.

7. Assists with monitoring of information systems for quality assurance.

The Maryland-National Capital Park and Planning Commission

Class Code: 936   **Grade:**   N08   **Date:** 12/3/17

CLASS TITLE: Call Center/Help Desk Support – Tier 1   **EEO Category:** Admin Support

Important Worker Characteristics:

A. Knowledge of general office practices and equipment and use of a personal computer.
B. Knowledge of Microsoft Office Suite.
C. Skill in active listening to understand issue(s) and provide accurate resolution; principles and techniques of customer service.
D. Ability to communicate clearly, concisely and effectively; work independently; support others in the unit; analyze processes and provide solutions to issues.
E. Effective organizational and multi-tasking skills. Must be able to work in a fast-paced environment.

Minimum Qualifications:

High School Diploma or GED.

NOTES:

A. Hiring is dependent upon successfully passing background investigation and any medical exams.
B. Effective 4/22/22 revised to utilize entire grade rather than originally approved step-in-grade structure.