

Title: Senior Customer Service Representative	Effective Date: June 22, 2019	Grade: XI	Job Category: Admin Support
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CHARACTERISTICS OF WORK

As an integral team member of the Public Information Office, the Sr. Customer Service Representative is responsible for leading and overseeing the TMC efforts to communicate 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 (ARDOT) is an "at will" employer.

- Lead and perform call center operations by fielding questions and providing 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.
- Oversee support services for the Department's general email inbox by researching, responding to and forwarding inquiries as appropriate.
- Lead user support services for ARDOT Construction and Travel Information System (ACTIS) to both internal and external stakeholders.
- Serve as primary liaison for media visits to the ARDOT Traffic Management Center (TMC).
- Provide technical assistance, training and mentoring to Customer Service Representatives in the TMC.

MINIMUM REQUIREMENTS

The educational equivalent to a bachelor's degree from an accredited college or university in a field related to the area of responsibility OR the educational equivalent to a diploma from an accredited high school with four years of directly related experience. Effective writing and communication skills with strong knowledge and execution of proper grammar. 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, and demonstrated social media skills. Ability to provide guidance and leadership to a team of customer service representatives in a fast-paced environment. 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 is required to determine candidate suitability for employment. Failure to meet these standards may cause the applicant to be rejected or terminated from the position.