

**FINAL POSITION DESCRIPTION FOR:
FPM GS-05 CUSTOMER SERVICE REPRESENTATIVE
(December 20, 2010)**

POSITION DESCRIPTION

**Customer Service Representative, GS-303-05
Office of Field Policy and Management**

I. INTRODUCTION

The Regional and Field Offices of the Department of Housing and Urban Development (HUD) are the face of HUD to the state and local governments and citizens of the geographical areas that they serve across America. They assist the full range of HUD's institutional and individual customers and provide support for all HUD program areas including Housing, Community Planning and Development, Public and Indian Housing, and Fair Housing. These offices serve a pivotal role in ensuring the integration of all HUD's programs in their assigned geographical areas. As such, they are key to providing citizens integrated program support and assuring support for sustainable, vibrant and economically viable communities across America. They also provide a vital service to the various HUD program offices linking program capabilities to community needs and resolving HUD cross-program issues in the geographic area. The Regional Office and Field Offices oversee HUD's overall community outreach and customer service efforts, operations, and administrative functions for their respective jurisdictions.

The GS-05 Customer Service Representative is located in HUD's Office of Field Policy Management. Under the close supervision of the Regional Administrator (RA), Deputy Regional Administrator (DRA), or Field Office Director (FOD), and with periodic closer assistance from the Senior Management Analyst(s), and Management Analyst(s), the Customer Service Representative serves as the face and voice of the agency in communities across America and is the first point of contact for HUD's customers and the Department. The incumbent works in a team setting which supports the oversight and delivery of housing and community development programs and special initiatives for the purpose of developing sustainable communities that promote decent housing, a suitable living environment and expanded economic opportunities

The incumbent assists the Office in furthering HUD's mission by functioning as a generalist in a developmental position (that includes a career ladder to the GS-07 position level) who provides customer service, and is able to research and compile general information on a full range of HUD programs and services for internal and external customers. In addition, with close supervisory or other guidance from FPM management analysts, the Customer Service Representative provides assistance in community outreach, initiatives, events, customer service assessments, and other activities to support the achievement of Departmental and Management Action Plan goals.

**FINAL POSITION DESCRIPTION FOR:
FPM GS-05 CUSTOMER SERVICE REPRESENTATIVE
(December 20, 2010)**

II. MAJOR DUTIES AND RESPONSIBILITIES

The Customer Service Representative:

1. Under the close supervision of the Regional Administrator (RA), Deputy Regional Administrator (DRA), or Field Office Director (FOD), and with periodic closer assistance from the Senior Management Analyst(s), and Management Analyst(s), is responsible for providing assistance to the organization by completing a variety of customer service duties, administrative support tasks and procedures. Such work includes a variety of functions performed with the utmost professionalism necessary to ensure the smooth operation of an office. Work includes, but is not limited to, the scheduling, receiving, and the greeting of office visitors, guests and callers, and efficiently re-directing them, as appropriate, to another staff member, or other office or entity. Also provides support for the processing of correspondence or a variety of other materials from rough draft or clean copy in accordance with published guidelines.
2. He/she responds to routine requests for information, and appropriately refers those needing additional attention. He/she also provides support for media releases and the tracking of correspondence, performs routine research for customer inquiries and follows through with the packaging and mailing of requested materials and housing information, and returns calls, and/or responds to general e-mails.
3. Handles routine matters on the basis of general knowledge of HUD programs and operations and refers other inquiries to the appropriate staff member or program official.
4. Provides processing support for Departmental correspondence in accordance with the latest, revised Departmental Correspondence Handbook 2221.1, as revised.
5. Provides support for component parts of special or major events and projects. Provides support, as requested, in the compilation of information for office reports or communications related to Continuity of Operations (COOP) and local disaster response and recovery efforts.
6. Fosters collaborative relationships with HUD customers and the public through on- and off-site events, visits, briefings, and meetings and provides support for same.
7. Provides assistance with administrative functions in support of office operations and staff. Support includes managing calendars and schedules, providing support for special events and outreach forums, assisting in the tracking and preparation of travel funds and related reports, distributing mail, and maintaining filing systems and records.
8. Provides support for research and analysis of trends, methods and techniques related to community outreach programs, policies, regulations, standards and procedures.

**FINAL POSITION DESCRIPTION FOR:
FPM GS-05 CUSTOMER SERVICE REPRESENTATIVE
(December 20, 2010)**

9. Compiles and distributes routine information in a professional manner in response to requests received through phone calls and walk-in visitors needing housing or other assistance through HUD programs.
10. Assists in coordinating, disseminating, and implementing customer service tools for the office.
11. Updates and maintains current customer service-related electronic data as well as other internal/external information, including needed data, fact sheets, and reference materials for efficient customer service duties and office reports, and other communication needs. Provides basic support for office development and update of electronic data and other relevant sources for community profiles, and needed information for customer service communications.
12. Performs other job-related duties as assigned.

III. FACTOR LEVEL DESCRIPTIONS

Factor 1 – Knowledge Required by the Position Level 1 – 3, 350 Points

Employees assigned to this position possess:

General knowledge of a body of standardized HUD rules and FPM procedures or operations requiring considerable training and experience to perform the full range of standard administrative/clerical assignments and resolve recurring problems.

Skills in applying problem solving techniques; and the ability to gather, analyze and evaluate information.

Proficiency in Microsoft Word, Excel, Outlook, the ability to operate and utilize a personal computer as well as other application software and to use websites, search engines and similar technology tools to locate needed information..

Excellent verbal and communications skills as well as having superior telephone etiquette; and good interpersonal skills with customers.

Factor 2 – Supervisory Controls Level 2 – 2, 125 Points

The employee reports to and works directly for the Regional Administrator/Deputy Regional Administrator or Field Office Director, or their delegated designee. The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines, and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instruction but refers deviations, problems, and unfamiliar situations not covered by instructions to the supervisor for decision or help. The

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FPM GS-05 CUSTOMER SERVICE REPRESENTATIVE
(December 20, 2010)**

supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with more difficult assignments if the employee has not previously performed similar assignments.

Factor 3 – Guidelines Level 3 – 2, 125 Points

Procedures for doing the work have been established, and a number of specific guidelines are available. The number and similarity of guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt the guidelines in specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which the existing guidelines cannot be applied or significant proposed deviations from the guidelines are referred to the supervisor.

Factor 4 – Complexity Level 4 – 3, 150 Points

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment, and the chosen course of action may have to be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

Factor 5 – Scope and Effect Level 5 – 2, 75 Points

The work involves the execution of specific rules, regulations, or procedures and typically is a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

Factor 6 – Personal Contacts Level 6 – 2, 25 Points

Within the agency, personal contacts are with employees in the same agency but outside the immediate organization. External contacts are with a variety of individuals engaged in different functions, missions, and kinds of work, e.g., members of the public, representatives from various level of other federal, state, and local agencies and community management officials. Contacts are established on a routine basis and are made by telephone, email, or in person.

Factor 7 – Purpose of Contacts Level 7 – 1, 20 Points

**FINAL POSITION DESCRIPTION FOR:
FPM GS-05 CUSTOMER SERVICE REPRESENTATIVE
(December 20, 2010)**

The purpose is to obtain, clarify, or give facts or information regardless of the nature of those facts; i.e., the facts or information may range from easily understood to highly technical.

Factor 8 – Physical Demands Level 8 – 1, 5 Points

The work is primarily sedentary in nature and typically does not require any special physical demands to perform the work. However, some periodic lifting of containers, boxes of materials, or displays (up to 30 lbs) for the mail, or for display or distribution of information at public outreach forums, events and meetings may be required. The work is sedentary.

Factor 9 – Work Environment Level 9 – 1, 5 Points

The work is typically performed in an adequately lighted and climate controlled office. The work also requires out of office meetings with local community groups in non-traditional office environments, that may involve exposure to moderate discomforts, risks, or unpleasantness environment. Occasional travel required.

Total Points-880

Grade Conversion=GS-5 (855-1100)