

**FINAL POSITION DESCRIPTION FOR
FPM GS-06 CUSTOMER SERVICE REPRESENTATIVE—
(January 4, 2011)**

POSITION DESCRIPTION

**Customer Service Representative, GS-303-06
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-06 Customer Service Representative is located in HUD's Office of Field Policy Management. Under the supervision of the Regional Administrator (RA), Deputy Regional Administrator (DRA), or Field Office Director (FOD), and with periodic 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, with a career ladder to the GS-07 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, customer service assessments, and other activities and events to support the achievement of Departmental and Management Action Plan goals.

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II. MAJOR DUTIES AND RESPONSIBILITIES

The Customer Service Representative:

1. Under the supervision of the Regional Administrator (RA), Deputy Regional Administrator (DRA), or Field Office Director (FOD), and with closer guidance from the supervisor and/or Senior Management Analyst(s), and Management Analyst(s), he/she 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 greeting of office visitors, guests and callers as appropriate to another staff member, or other office or entity. Also, provides support for finalizing correspondence or a variety of other materials from rough draft or clean copy in accordance with published guidelines.
2. In addition to the duties of the handling of routine inquiries and requests, assists front-office by responding to web e-mail requests and assists in the distribution of media releases. He/she also provides support in the tracking of correspondence through HUD's critical correspondence systems (CTS, FMS2) or other relevant tracking systems to help ensure correspondence is processed timely and accurately.
3. Resolves routine customer complaints in a timely and efficient manner.
4. Assists in the preparation and processing of Departmental correspondence in draft and final form in accordance with the Departmental Correspondence Handbook 2221.1, as revised.
5. Provides assistance to supervisor and/or staff in more complex duties for special or major projects. Provides assistance in the compilation of data, information and other related needs for completion of office reports and communications related to the Continuity of Operations (COOP) and local disaster response and recovery efforts.
6. Fosters and maintains collaborative relationships with HUD partners, customers and the public through on- and off-site events, visits, briefings, and meetings and provides support for same.
7. Performs administrative functions to support office operations and staff. As assigned, support includes managing calendars and schedules, providing support with more complex needs for special events and outreach forums, assisting with the tracking and completion of travel funds and related reports, distributing mail, and maintaining electronic data and office filing systems and records.
8. Performs and provides support for research and analysis of trends, methods and techniques related to community outreach programs, policies, regulations, standards and procedures.
9. Conducts basic research, and gathers, compiles and distributes information in a professional manner in response to requests received through phone calls and walk-in visitors needing housing assistance through HUD programs.

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10. Assists senior staff members and management with the development, implementation, and distribution of customer service tools, such as cross-program customer service plans, electronic surveys, and assessments.
11. Maintains and updates customer service-related electronic data, as well as other internal/external information, including office-supported data, fact sheets, and resources for efficient and effective customer service duties and office reports and other communication needs. Gathers, monitors, and obtains data and other related information to support the update of community profile summaries and other related reports needed information for accurate and updated customer service communications.
12. Performs other job-related duties as assigned.

III. FACTOR LEVEL DESCRIPTIONS

Factor 1— Knowledge Required By the Position Level 1 – 4, 550 Points

Employees assigned to this position possess:

General knowledge of HUD programs, community outreach activities, and Departmental goals and plans for quality customer service.

An understanding of business industry practices, trends, policies, and concepts, in order to assist HUD staff in providing advisory services to HUD customers and other program officials.

Ability to communicate well with various levels of management within HUD, as well as with representatives of organizations and individuals outside HUD. He/she is able to communicate effectively in writing.

Skill, tact, discretion, and diplomacy to deal with a variety of diverse individuals and situations, including situations where individuals may be struggling to resolve certain challenges or difficult situations.

Skills to handle multiple priorities with time sensitive deadlines in a highly demanding environment.

Proficiency in Microsoft Word, Excel, Outlook, and 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.

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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 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 – 3, 275 Points

Guidelines typically include laws and basic HUD administrative policy and procedures, office protocols, and interpretations of guidance from the supervisor and higher-level staff members. Available policy and procedural guidelines have gaps in specificity or are not completely applicable to the work requirements, circumstances, or problems. The employee must use judgment in interpreting and adapting guidelines to apply to specific situations; and is also expected to know and use recognized techniques, procedures and methods of analyzing community problems and initiatives, and recommends changes.

Factor 4–Complexity Level 4 – 3, 150 Points

The work includes various duties, projects, or assignments requiring different and unrelated processes and methods to accomplish such as gathering information and data, analyzing procedures, processes or methods. Assignments or projects involve various actions or steps that are not completely standardized or prescribed in instructions, guidelines, or precedent cases; adaptation or modification of established procedures and methods; various types and sources of information; nonrecurring problems, trends, or issues; and management or program operations with varying or changing conditions. 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 execution of specific rules, regulations, or procedures and typically comprises a complete segment of a broad assignment or project. The work products or services affect the accuracy, reliability, or acceptability of further processes or services and the smooth operation of the office.

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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

The purpose of these contacts is to obtain, clarify, or provide information. This may include information that ranges from that which may be easily understood to highly technical.

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

The work is primarily sedentary in nature and 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.

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 – 1230

Grade Conversion = GS-6 (1105 - 1350)