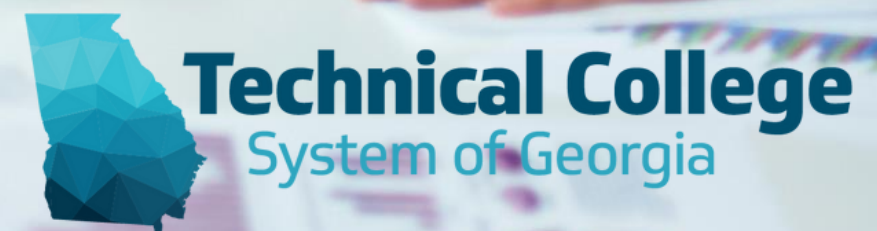




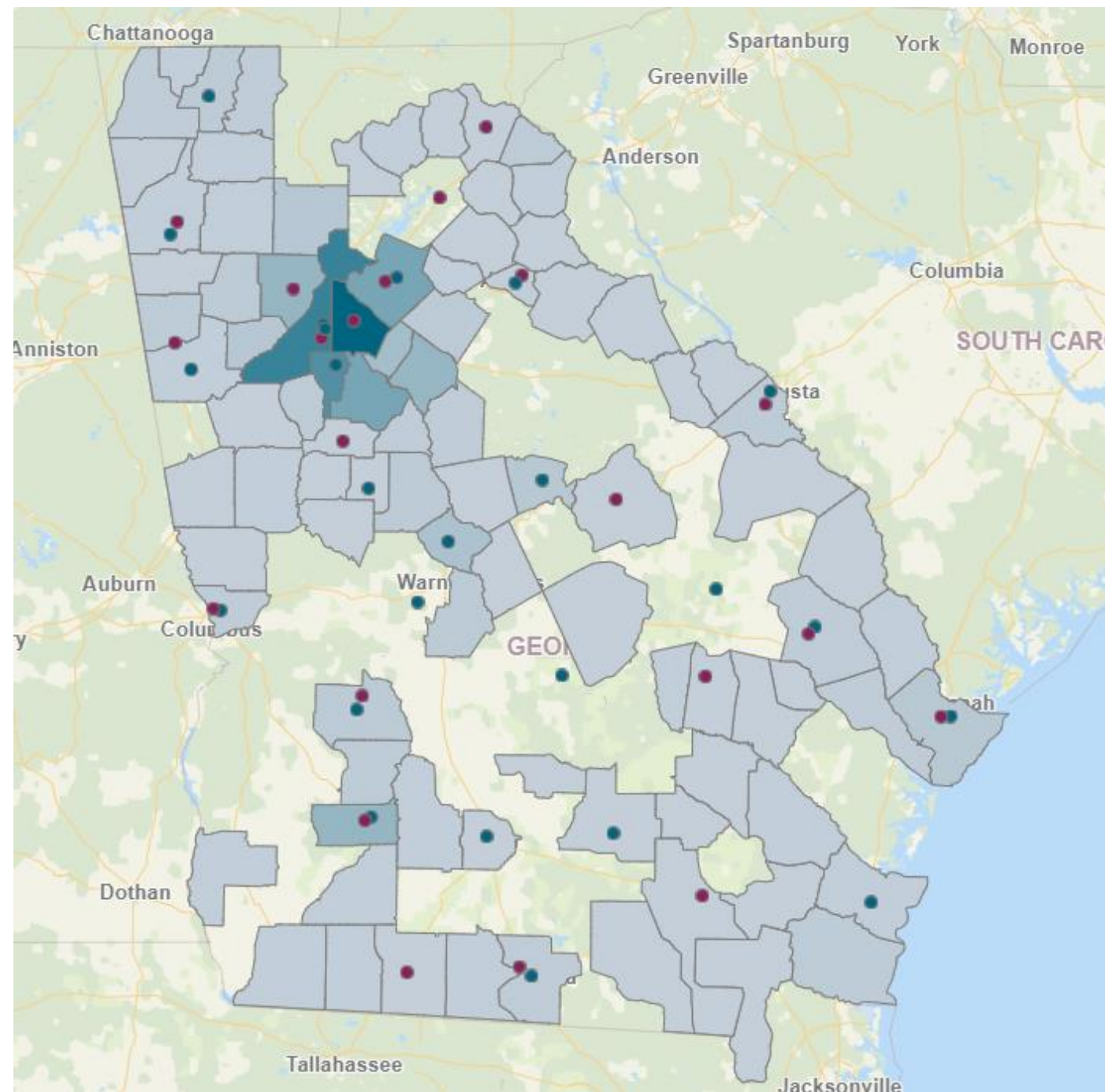
2022 WORKFORCE STRATEGIES INITIATIVE



Customer Service



Location of People in Customer Service Representative and Associate Jobs



- People in customer service representative and associate jobs live in most regions of the state
- 396 customer service representatives or associates live in a county in the Atlanta Regional Commission, while 241 live in other counties across the state

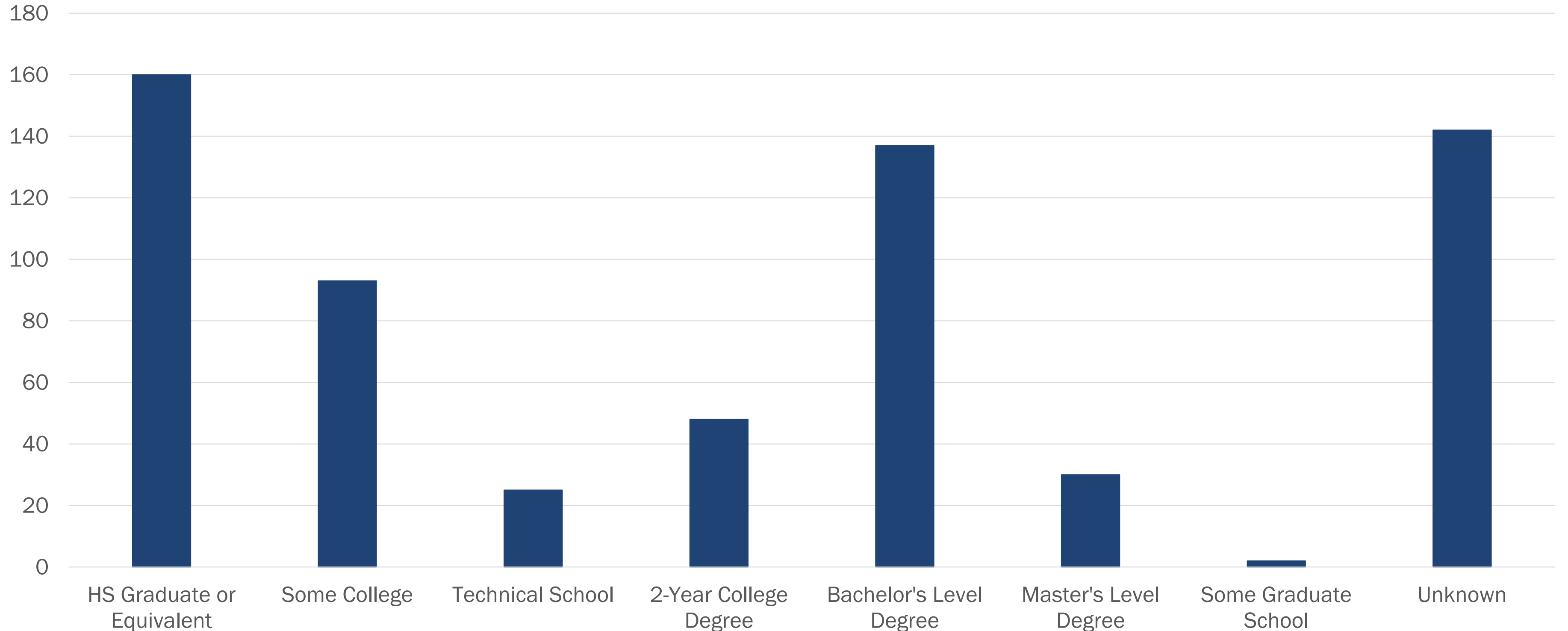
Top 5 Agencies with the Highest Number of Customer Service Representatives and Associates

Agency	June 2018 Employee Count	June 2021 Employee Count	Percent Change	FY21 Turnover Rate	FY21 Hires/Rehires	FY21 Separations
All Agency Totals (32)	388	637	64.2%	22.1%	165	122
DHS - Division of Family and Children Services	14	109	678.6%	24.2%	0	10
Department of Revenue	80	77	-3.8%	21.3%	25	16
Department of Human Services	25	62	148.0%	16.0%	53	15
Department of Driver Services	60	61	1.7%	43.2%	27	26
Department of Community Supervision	5	36	620.0%	2.9%	0	1
All Other Agencies	204	292	43.1%	21.9%	60	54

Customer Service Occupations

Job	June 2018 Employee Count	June 2021 Employee Count	Percent Change	FY21 Turnover Rate	FY21 Hires/Rehires	FY21 Separations
Total	388	637	64.2%	22.1%	165	122
Customer Svc Associate 1	5	6	20.0%	48.0%	3	3
Customer Svc Associate 2	27	94	248.1%	30.9%	75	28
Customer Svc Rep 1	113	148	31.0%	32.3%	53	47
Customer Svc Rep 2	166	179	7.8%	16.2%	27	29
Customer Svc Rep 3	77	210	172.7%	11.6%	7	15

Customer Service Education Level at Time of Hire



Customer Service Job Descriptions



Customer Service Associate 1

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS090	Customer Service Associate 1	SWD	D	\$18,611	\$26,587	\$31,639

Job Summary: Under direct supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution.

Entry Qualifications: High school diploma or GED AND Six months of full-time work experience providing customer support or technical assistance.

Customer Service Associate 2

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GSS091	Customer Service Associate 2	SWD	E	\$20,472	\$29,246	\$34,803

Job Summary: Under general supervision, answers customer problems and inquiry calls. Records problem history information. Performs first level problem determination and resolution. Serves as resource and provides guidance and experience to other staff.

Entry Qualifications: High school diploma or GED AND One year of full-time work experience providing customer support or technical assistance.

Customer Service Representative 1

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST120	Customer Service Rep 1	SWD	F	\$22,519	\$32,170	\$38,283

Job Summary: Under direct supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations.

Entry Qualifications: High school diploma or GED AND Six months of experience handling customer's questions, complaints and/or providing information.

Customer Service Representative 2

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST121	Customer Service Rep 2	SWD	G	\$24,771	\$35,387	\$43,350

Job Summary: Under general supervision, works and communicates with the general public, internal customers and/or external customers to provide information and services targeted to meet customer expectations. May resolve complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors

Entry Qualifications: High school diploma or GED AND completion of 90 quarter hours (60 semester hours) at an accredited college or university OR One year of experience in a customer service setting communicating information OR One year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.

Customer Service Representative 3

Job Code	Job Title	Salary Plan	Grade	Min Salary	Mid Salary	Max Salary
GST122	Customer Service Rep 3	SWD	H	\$27,248	\$38,926	\$47,685

Job Summary: Under broad supervision, works and communicates with the general public, internal customers and/or external customers to provide information and recommendations targeted to meet customer expectations. Resolves complicated issues involving customer service and/or researches governing policies, procedures or laws to respond to clients or visitors.

Entry Qualifications: Bachelor's degree from an accredited college or university ~OR~ Three years of experience in a customer service setting communicating information ~OR~ Two years of experience required at the lower level Customer Svc Rep 2 (GST121) or position equivalent.