

Effective Date: May 21, 2000
Modified Effective: April 2, 2006
Modified Effective: July 13, 2014
Modified Effective: July 3, 2022

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

**NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future positions that perform a variety of customer relations, licensing, and registration activities at the Department of Natural Resources (DNR) Service Centers or in the DNR's Bureau of Customer and Outreach Services. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification includes positions located in the DNR Service Centers or the Bureau of Customer and Outreach Services. These positions are involved in the provision of a wide variety of licensing and registration services and program liaising functions at public service counters or via telephone and on-line communications, which include the processing of recreational vehicle registrations; sale of park stickers; issuance of fur farm, deer farm wildlife exhibit, shooting preserve, bait dealer, wholesale fish dealer, hunting and fishing licenses; and the provision of information related to DNR programs and services. Positions also provide technical assistance and/or information on the interpretation of statutes, rules, policies and procedures to DNR employees, business partners, governmental entities, and the general public.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions that meet the statutory definition(s) of supervisor and/or management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission;

2. Positions which, for a majority of the time (more than 50%), are not engaged in the provision of customer service, licensing and registration activities at a DNR Service Center or the DNR Bureau of Customer and Outreach Services;
3. Positions which are not located at the Department of Natural Resources; or
4. All other positions that are more appropriately identified by other classification specifications.

D. Entrance into This Classification

Entrance into this classification series is by competition. Movement to the senior level is by reclassification, based on the achievement of the required training, education, or experience, and the satisfactory performance of the work. The Lead worker level will be entered solely through competition.

II. DEFINITIONS

NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE

This is the entry level for the Natural Resources Customer Service Representative classification which provides routine to complex regulation guidance and service processing for the DNR licensing and/or vehicle registration programs as well as the provision of information regarding the activities of DNR programs throughout the state. Positions are responsible for a wide variety of tasks including: cash handling, bank deposits and daily financial reconciliation; providing services and processing of new/transfer or renewal of off-highway recreational vehicles; updating customer registration information; providing information, forms, and assistance to the public regarding the program requirements and/or procedures; providing assistance in the completion of required forms; selling hunting and fishing licenses, or similar; issuing burn permits; processing Agent Void reports (e.g., voiding a transaction from an external vendor/partner); and answering questions from the public, or similar, on behalf of program staff.

Positions are responsible for providing information regarding natural resource laws and regulations, endangered species, assisting store agents with the sale of licenses, and a variety of other natural resource topics to the public or other DNR personnel across varied program areas. Employees will complete training plans at this level to become knowledgeable of DNR programs.

Work is performed under close progressing to limited supervision.

NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE - SENIOR

This is the full performance objective level of the classification series and the level within the series that all positions can reasonably expect to progress to. Positions at this level provide the full range of customer service, licensing and registration services, from least to most complex, described at the lower level of this classification under general supervision. Additionally, positions are responsible for resolving problems related to delivered services that require extensive knowledge and interpretation of DNR rules, policies, procedures, state statutes with a program, or services that may cross program lines.

The work involves providing instruction on handling the license for compliance with regulations, discussing license needs/options with the customer and ensuring needs are met, and interpreting and explaining the background of regulations, rules and administrative codes. Licensing and registration tasks vary from routine to very complex such as: issuing game farm, fur farm, deer farm, wildlife exhibit, shooting preserve,

bait dealer or wholesale fish dealer licenses; registering and licensing of boats, snowmobiles, and all-terrain vehicles; handling legal transfer of property rights due to a lean, hold, trust, or death; determining accommodations for disabled hunter permits; or other similar or related job assignments. These positions are responsible for understanding statewide projects, rules, and regulations and providing guidance to the general public, staff, other governmental agencies, and external emergency personnel.

Positions may be assigned to staff the Violation and Emergency Spills hotline; assist DNR Law Enforcement with hiring background investigations including license checks, providing information from the customer database; and may coordinate the assignment of resources (e.g., staff, equipment) to the state, county, and local law enforcement.

The work is performed under general supervision.

NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE - LEAD

Positions allocated to this classification serve as a lead worker with work performed under general supervision.

The lead worker is responsible for the day-to-day activities for the work unit, providing training, guidance and ensuring that the technical standards for each program area are maintained. Lead workers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats., but to have the permanently assigned duties including training, assisting, guiding, assigning, and reviewing the work of two or more full-time equivalent classified employees and is documented on the organizational chart.

In addition to performing the full scope of work at the senior level, lead positions have responsibilities related to the administrative operations of a service center which includes activities such as; assisting in the development of information systems; ensuring sound financial and cash handling practices including fiscal reporting and reconciliation; and overseeing the delivery of service through call auditing and coaching, staff scheduling, as well as the provision of staff training and oversight. Positions may, for less than a majority of the time, be involved in facilities management and establishing and maintaining partnerships with local clubs and conservation groups.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created effective May 21, 2000 and announced in Bulletin CLR/SC-112 as a result of a personnel management survey conducted by the DNR to describe positions which function as Customer Service Representative at the DNR. These positions were formerly classified in the Program Assistant classification series. The NR Customer Service Representative Entry/Objective classification was abolished in April, 2006 and announced in Bulletin OSER-0091-MRS-SC as it was no longer utilized. The classification was modified effective July 13, 2014, and announced in Bulletin MRS/SC-0370 as a result of a personnel management survey conducted by the DNR to describe positions which function as entry-level Customer Service Representatives at the DNR and retitled to the Natural Resources Customer Service Representative class series.

This classification was modified and a new level created within the classification series effective July 3, 2022, and announced in bulletin DPM-0577-CC/SC, as part of a personnel management survey of the Natural Resources Customer Service Representative classification series and the Natural Resources Customer Services Representative – Lead classification (former class code 23160). As part of that survey, the classification series was updated throughout and the prior Lead classification was abolished and recreated to be incorporated into this classification series.

CAJ/MEH
DD/DM
HW/PCF
23101