

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

**NATURAL RESOURCES
CUSTOMER SERVICE REPRESENTATIVE - LEAD**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future positions that have responsibility for leading and directing positions which perform customer service, licensing and registration activities at the Department of Natural Resources (DNR) Service Centers or in the Bureau of Customer Service and Licensing. 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 (i.e., 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, which are located in the DNR Bureau of Customer Service and Licensing or the DNR Customer Service Centers in the regions and are responsible for leading staff in the performance of customer service and licensing activities.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which 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 (50%), are not engaged in the provision of a variety of customer service, licensing and registration functions at a DNR Service Center or the DNR Bureau of Customer Service and Licensing.
3. Positions which are not located at a DNR Service Center or the DNR Bureau of Customer Service and Licensing.

4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance into This Classification

Employees enter positions within this classification series by competitive examination.

II. DEFINITION

NATURAL RESOURCES CUSTOMER SERVICE REPRESENTATIVE - LEAD

Positions allocated to this classification serve as the lead Customer Service Representative in a DNR Service Center or in the Bureau of Customer Service and Licensing with responsibility for leading and directing permanent staff and, as needed, Limited Term Employees. Positions in this classification are responsible for registration and licensing activities which includes but is not limited to reviewing and issuing a wide variety of permits (i.e. disabled hunter, water regulation and zoning) and registrations. Positions in this classification have responsibilities related to the administrative operations of a service center which includes activities such as facilities management; establishing and maintaining partnerships with local clubs and conservation groups; assisting in the development of information systems; ensuring sound financial and cash handling practices; and overseeing the delivery of service through the provision of staff training and oversight. The work is performed under the general supervision of a Natural Resources Customer Service Supervisor.

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 to describe Customer Service Representative Lead positions at the DNR Bureau of Customer Service and Licensing or the Customer Service Centers in the regions. These positions were formerly classified as Program Assistants.

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