



Prairie View A&M University

Job Evaluation Model

FACTOR 5: CUSTOMER SERVICE RELATIONSHIPS	
This factor measures the scope and skill level of building and maintaining customer service relationships.	
Level 1 (25 points)	Requires normal courteous interaction and basic interpersonal skills and tact to communicate with others. Forwards complaints or non-routine inquiries or requests to someone else to handle.
Level 2 (50 points)	Requires moderate interpersonal and communication skills to ensure that customer requests or needs are met. Acknowledges and clarifies customer inquiries, requests, or complaints to ensure that needs are identified, documented and addressed.
Level 3 (100 points)	Assesses and diffuses problem situations and requires influencing others to reach consensus. Requires tact and diplomacy to handle difficult customer situations. Requires advanced interpersonal and communication skills to establish and maintain internal and external customer relationships. Explores alternatives and creative solutions to meeting the needs of the customer.
Level 4 (125 points)	Anticipates customer needs and regularly motivates or influences others to deliver customer service excellence. May troubleshoot highly sensitive or confidential issues. Personally ensures problem resolution. Identifies barriers to effective customer service and sets customer service standards. Establishes a customer feedback system and holds self accountable for customer service excellence within the department or program.