



CLASSIFICATION DESCRIPTION

TITLE: CUSTOMER SERVICE REPRESENTATIVE II JOB CODE: 8 (Non-Exempt)

GENERAL DESCRIPTION OF DUTIES

Under supervision, the purpose of the position is to provide customer service involving a wide variety of municipal service accounts to address and resolve citizen requests and concerns. Employees in this classification function at journey level to perform both routine and non-routine duties as dictated by the nature of the work promoting efficient and organized operation of departmental activities. Incumbent coordinates account collections and initiates connection and discontinuance of services. Position is distinguished from that of the Customer Service Representative I, by the level of independence the employee functions in, as a result of the advanced knowledge acquired through training and work experience. Performs related work as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Responds to escalated inquiries and requests from the general public and business community regarding municipal service accounts, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information, e.g., utility, solid waste, Stormwater, fire inspection, code enforcement, urban forestry, utility, right of way, public works.
- Generates and mails various refunds, memos, notices, billings and other relevant materials to customers; prepares and mails account letters in accordance with departmental policies and procedures.
- Coordinates connect and disconnect requests; coordinates cut off work orders for delinquent accounts; prepares all appropriate documentation and service orders, submits for approval customer payment arrangements within established policies.
- Records and administers non-sufficient fund checks; submits unpaid utility account billings to collections.
- Maintains and verifies accuracy of various departmental reports, databases and general ledgers; files various documents and records as instructed by departmental guidelines; retrieves files on request.

- Establishes collects, organizes and maintains data on account information and status; generates various daily, weekly and monthly reports as directed.
- Files correspondence, reports, records and materials according to appropriate departmental guidelines.
- Performs a variety of cashiering and account reconciliation tasks; processes point of sale sessions; balances reports.
- Receives telephone inquiries and complaints, ascertaining the nature of the call, screens, and directs to the appropriate department; greets and directs visitors, as and when appropriate.
- Responds to a variety of customer service requests, e.g., title search, impact fees.
- Assists with the resolution of minor routine administrative and operational problems and customer issues.
- Communicates with other departments and public agencies for the dissemination of information.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

High School Diploma or GED; supplemented by three (3) years customer service, clerical and cashiering experience; or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand and follow written and oral instructions.
- Knowledge of business English and spelling.
- Ability to clearly communicate information both verbally and in writing.
- Considerable knowledge of the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.
- Ability to operate basic office equipment, e.g., computer terminals, printers, copy machines, telephone systems, facsimile machines.
- Ability to access, operate and maintain various software applications.
- Ability to perform routine mathematical computations and tabulations accurately and efficiently.
- Knowledge of basic policies and practices of cashiering and conducting currency transactions.

- Ability to read, update and maintain various records and files.
- Ability to understand and follow pre-established departmental and City policies and procedures.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 10 pounds. Some tasks require visual abilities. Some tasks require oral communications ability.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.