



Customer Services Specialist

Category: Classified
Pay Grade: C18
Job Code: 17086

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs complex clerical and financial work responding to inquiries regarding utility accounts including but not limited to water, sewer, reclaimed water, utility taxes, and various other utility services; acts as billing agent for municipalities and private industries as well as unincorporated Pinellas County utility customers; addresses inquiries ranging from payment billing, account research, escalated issues, and the application of approved policies and procedures; maintains close contact with multiple areas within Pinellas County government ensuring the billing of various residential and business utility fees.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Researches, verifies, updates, and assures the accuracy of information in the customer information system;
- Assists in training employees on proper billing procedures, trains new hires, and cross trains current employees on various procedures;
- May audit, review, and process accounts and perform complex case related functions;
- May assist and fill in for supervisory level positions by resolving staff or customer problems and scheduling, assigning, and prioritizing duties to employees to ensure workload is accomplished;
- Answers standard and complex customer phone calls following set standards and expectations while assisting customers with various account activities such as payment application, financial assistance agencies, fixed due dates, deferrals, payment installments, refunds, high bills, etc.;
- Interprets billing information provided on customer accounts and applies appropriate procedures as needed;
- Cancels, establishes, and maintains customer accounts in the customer information system;
- Starts and stops water services;
- Researches and verifies property ownership to ensure billing of base charges;
- Explains the Utilities Department and other municipalities' rate schedules in a clear and understandable manner;
- Maintains and updates names, phone numbers, mailing addresses, and email addresses for customer accounts;
- May assist in conducting investigations and audits to resolve problems from misapplied funds or dormant accounts;
- Performs a variety of tasks related to an automated office environment;
- Processes credit card and e-check payments via phone;
- Prepares reports and performs special projects as required;
- Coordinates schedules, meetings, conferences, and calendars;
- Performs other related job duties as assigned.

QUALIFICATIONS**Education and Experience:**

Three (3) years of experience dealing with administrative matters, customer accounts, and utility service problems with practical skills in the use of personal computer applications; or an Associate's degree, trade school, or vocational training degree, diploma, or certificate that includes training or experience as described above plus one (1) year of experience dealing with customer service inquiries; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate more advanced proficiency, competency, and satisfactory completion of regularly assigned work in an independent manner. Appointing Authority retains discretion to employ an incumbent at this level or advance the incumbent non-competitively or competitively, after a candidate meets the minimum qualifications to an in-line career ladder position within the same organization or department.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of the principles of government accounting and record keeping procedures pertinent to the area of assignment;
- Knowledge of local, federal, and state regulations, utility rules, and ordinances and procedures as they relate to customer accounts;
- Knowledge of customer service terminology, grammar, spelling, math, and bookkeeping methods.
- Skill in the application of quality customer service;
- Skill in the operation of automated office equipment.
- Ability to use and be proficient in computer applications and software;
- Ability to make and apply decisions in accordance with laws, regulations and procedures;
- Ability to analyze accounts, perform computations, determine amounts due and responsible parties, and prepare related correspondence and documents;
- Ability to understand and follow oral and written instructions and to express oneself clearly and concisely, orally and in writing, and to communicate effectively with internal and external departments, customers, and agencies on often controversial issues;
- Ability to type with reasonable speed and accuracy.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recording on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.

- **Mental Acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Talking:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Repetitive Motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Standing:** Particularly for sustained periods of time.
- **Walking:** Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.