



## **Customer Services Analyst**

**Category:** Classified  
**Pay Grade:** C20  
**Job Code:** 17092

*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 high level problem solving work managing customer relationships in the Customer Services area of the Utilities Department; researches and solves high level, escalated problems via mail, web, and phone; manages commercial customer accounts and acts as liaison between the customer services area of the Utilities Department and municipalities; develops customer service strategies and service levels, including development of Web-based customer service programs; may also serve in a Quality Assurance/Quality Control (QA/QC) function for monitoring calls which may include listening to, recording, and/or transcribing calls for purposes of training, maintaining security, and assuring high levels of service to current and potential customers; provides for direction of the account team as a whole, including goal setting and planning; screens applicants, participates in panel interviews, and contributes to peer reviews.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Researches and resolves customer problems that cannot be resolved by other customer service staff, serves as single point of contact for the customer in resolving problems, and follows up with other departments to resolve customer problems;
- Identifies deficiencies in operations, business processes, and customer service requiring amendments to operating policies and procedures;
- Mentors, coaches, and trains other employees in the work unit;
- Tracts trends of customer needs, expectations, and recurring problems, analyzes, develops, and updates customer service processes, and prepares flowcharts and makes recommendations for changes;
- Performs call monitoring, listening, transcribing to gauge employee customer service skills, knowledge, and abilities (both soft and technical), training, and security;
- Researches and compiles reports;
- Assists technical staff in developing, maintaining, and upgrading support systems such as call monitoring, interactive voice response, skill-based routing phone systems, work management systems, and customer information systems;
- Acts as backup to the supervisor of the section and audits tasks submitted by staff;
- Performs department tasks, such as meter install and removal, owner allocation, applications, billing, bankruptcy account processing, collection management, account correction, etc.;
- Performs other related job duties as assigned.

### **QUALIFICATIONS**

#### **Education and Experience:**

Four (4) years of experience in analytical automated billing, collection, fiscal records, audit, accounting, finance, customer relations, or purchasing matters that includes lead responsibility for responding to customer requests and problems or related field; or an Associate's degree in business, finance, accounting, public relations, or a related field and two (2) years of experience as described above; or a Bachelor's degree as described above or in a related field; 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.
- Other knowledge, skills, abilities, and credentials required for a specific position.

**Knowledge, Skills and Abilities:**

- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations;
- Knowledge of the principles and procedures of office management and supervision;
- Knowledge of business English, spelling, arithmetic and bookkeeping standards;
- Knowledge of County automation systems and the operation of commercial word processing, database, and spreadsheet programs;
- Knowledge of departmental organization and functions;
- Knowledge of the effective use of alternative media presentation and format;
- Knowledge of research techniques, methods, and procedures.
- Skill in making formal oral presentations to staff.
- Ability to research problems and solutions to customer complaints and concerns;
- Ability to use and be proficient in computer applications and software;
- Ability to make decisions in accordance with laws, regulations, ordinances, or policy, and apply these to work problems;
- Ability to develop effective office or field work procedures and clerical training programs;
- Ability to communicate effectively in verbal, written, graphic, and visual form;
- Ability to independently analyze and solve problems and render effective advice or assistance.

**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:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- 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 dynamic environment that requires sensitivity to change and responsiveness to changing goals, priorities, and needs.