

JOB TITLE:	Customer Solutions Specialist		
Reports to:	Customer Solutions Supervisor		
Department/Group:	Water / Wastewater Administration	Job Status:	Non-Exempt
Location:	Ocala, Florida		

MAJOR FUNCTIONS

The primary function of this front-line customer service position is to provide exceptional service to customers of this water and/or wastewater utility by addressing inquiries, processing requests, and resolving issues related to utility services. This position will serve as the first point of contact for customers, ensuring that their concerns are handled efficiently, professionally and will assist in maintaining accurate records, facilitating payments, and ensuring compliance with utility policies and regulations.

JOB DESCRIPTION:

ESSENTIAL FUNCTIONS

THESE ESSENTIAL JOB FUNCTIONS ARE NOT TO BE CONSTRUED AS AN ALL-INCLUSIVE STATEMENT OF ALL DUTIES PERFORMED. INDIVIDUALS MAY BE REQUIRED TO PERFORM OTHER JOB RELATED DUTIES AS ASSIGNED, INCLUDING WORKING IN OTHER FUNCTIONAL AREAS TO COVER ABSENCES OR RELIEF TO BALANCE THE EXISTING WORK LOAD BETWEEN STAFF. INDIVIDUALS ARE REQUIRED TO REPORT TO WORK AT THE APPOINTED HOUR, AS SCHEDULED, AND WORK THE ENTIRE ASSIGNED SHIFT.

KEY RESPONSIBILITIES

- **Customer Interactions:** Respond to customer inquiries via phone, email, and in person regarding water and wastewater services, billing issues, service requests and general information.
- **Billing and Payments:** Assist customers with understanding and resolving billings issues, including reviewing usage, processing payments, and issuing refunds when applicable.
- **Service Requests:** Process and manage customer service requests, such as initiating new service, disconnecting or reconnecting water service and addressing maintenance concerns or issues related to water quality and wastewater.
- **Issue Resolution:** Investigate and resolve customer complaints regarding service-related problems in a professional, timely manner, escalating issues as needed to a supervisor or relevant departments.
- **Record Keeping:** Maintain accurate customer records, including account information, service history, and correspondence.
- **Education and Support:** Educate customers on utility policies, rates, conservation programs, and available services. Provide guidance on proper usage, billing cycles, and payment methods.
- **Collaboration:** Work closely with other utility departments (e.g. maintenance, operations, billing) to ensure efficient service delivery and problem resolution.
- **Emergency Support:** Assist customers with reporting outages or emergency situations, coordinating with relevant departments to ensure timely response and resolution.
- **Data Entry:** Accurately input data into utility management software, ensuring customer accounts are updated with the latest information.
- **Compliance:** Adhere to all relevant utility regulations, policies, and procedures.

NON-ESSENTIAL JOB FUNCTIONS

- Performs other related duties as assigned.

SUPERVISION

This position has no supervisory responsibility.

PHYSICAL DEMANDS

- Required to sit for prolonged periods of time.
- May on occasion require lifting, carrying, pushing, and/or pulling less than twenty (20) pounds without assistance.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without assistance).
- Ability to communicate both orally and in writing.

(Reasonable accommodation will be made for otherwise qualified individuals with a disability.)

REQUIREMENTS PERTAINING TO EXPERIENCE, EDUCATION, LICENSES, AND CERTIFICATIONS

Customer Solutions Specialist

	Customer Solutions Specialist I	Customer Solutions Specialist II
Accredited high school diploma OR possession of an acceptable equivalency diploma	Required	Required
Valid Florida driver's license	Required	Required
American Red Cross CPR/First Aid Certificate	Preferred	Preferred
Training / Experience Requirements	<p>1. Experience and Tenure:</p> <ul style="list-style-type: none"> • Customer Solution Specialist I: Typically, an entry-level position. • Customer Solution Specialist II: Requires typically 2-4 years and a demonstrated ability to handle a wider range of customer service situations. <p>2. Increased Job Knowledge:</p> <ul style="list-style-type: none"> • Customer Solution Specialist I: Basic understanding of customer service processes, including account management, billing inquiries, service requests, and troubleshooting simple issues. • Customer Solution Specialist II: In-depth knowledge of water and wastewater systems, billing procedures, and regulatory compliance and is expected to understand more complex issues 	

	<p>3. Problem-Solving and Issue Resolution:</p> <ul style="list-style-type: none"> • Customer Solution Specialist I: Handles routine inquiries and common service issues, with support from supervisors or senior staff as needed. • Customer Solution Specialist II: Expected to handle more complex, non-routine customer complaints, escalated issues, and may be tasked with resolving billing discrepancies. <p>4. Autonomy and Decision-Making:</p> <ul style="list-style-type: none"> • Customer Solution Specialist I: Primarily works under supervision, with decisions often reviewed or guided by a supervisor or more experienced staff. • Customer Solution Specialist II: Greater autonomy in managing customer service situations and decision-making. <p>5. Performance and Efficiency:</p> <ul style="list-style-type: none"> • Customer Solution Specialist I: Expected to meet standard customer service targets (response times, resolution rates, etc.). • Customer Solution Specialist II: Demonstrates a high level of performance, consistently meeting or exceeding service expectations, while handling more difficult or complex cases. Strong communication, organization, and multitasking skills are essential at this level. <p>6. Leadership and Mentorship:</p> <ul style="list-style-type: none"> • Customer Solution Specialist I: Generally focused on individual performance and customer interactions. • Customer Solution Specialist II: Often takes on a mentorship role for newer Customer Service Representatives, sharing knowledge on processes and procedures, and providing support for more difficult customer interactions. <p>7. Technical Skills and Software Proficiency:</p> <ul style="list-style-type: none"> • Customer Solution Specialist I: Proficient with basic computer knowledge. • Customer Solution Specialist II: Advanced proficiency in utility-specific software and systems, as well as additional tools for analyzing, and resolving more complex issues. Also, may be involved in process improvements, data analysis, or reporting.
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ENVIRONMENTAL CONDITIONS

The work environmental characteristics described below are representative of those an employee may encounter while performing the essential functions of their job:

- Standard office environment with regular interactions with customers both in person, by email and over the phone.
- Noise Level for this environment can be moderate to loud.

JOB SKILLS AND MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily by the end of the probationary period. The following are requirements representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to effectively present information and respond to questions of managers, colleagues, customers and the general public both orally and in writing.

Mathematical Skills

- Ability to calculate figures and amounts such as water usage.
- Ability to interpret and convey bar graphs.
- Ability to analyze and interpret customer account transactions.

Problem Solving Ability

- Ability to apply understanding to carry out written and verbal instructions.
- Ability to resolve problems by utilizing logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

Specialized Skills

- Ability to type.
- Working knowledge of Microsoft Office applications preferred.
- Ability to be detail-oriented and multi-task in a fast-paced work environment.
- Ability to work efficiently and accurately in an atmosphere of frequent interruptions.
- Must have strong organizational skills and the ability to prioritize tasks.
- Ability to remain calm in stressful situations.

Machines and Equipment

Employee will be required to be proficient in utilizing and operating the following equipment to perform his/her job satisfactory by the end of the probationary period:

- Computer
- Telephone, Copier and Scanner

Additional Notes:

- Pre-employment satisfactory drug screening.

ACKNOWLEDGEMENT OF JOB DESCRIPTION

Employee is being hired / transferred for the position of:

Customer Solutions Specialist (Level) _____

Employee Printed Name

Employee Signature

Date

DFWP/EEOC/ADA