



8470 SW 79th Street Road, Suite 3, Ocala, FL 34481
Phone: (352) 414-5454 Fax: (352) 414-5461

Position Vacancy Announcement

Effective 01/31/2025

Customer Solutions Specialist I

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.

Pay Ranges		
Job Level	Hourly Salary	Annual Salary
Customer Solutions Specialist I	\$18.18 - \$27.44	\$37,815 - \$57,080
Customer Solutions Specialist II	\$20.23 - \$30.81	\$42,080 - \$64,080

Closing Date: Open until position is filled

Contact: Crystal House, Office Manager Sarah Burgess, Asst. Office Manager
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