

<b>JOB TITLE:</b>	<b>Customer Solutions Specialist</b>		
<b>Reports to:</b>	Assistant Office Manager		
<b>Department/Group:</b>	Water / Wastewater Administration	<b>Job Status:</b>	Non-Exempt
<b>Location:</b>	Ocala, Florida	<b>Travel Required:</b>	Yes

**MAJOR FUNCTIONS**

This is a front-line customer service position. Employees in this position will perform customer service to the members of the general public in matters related to water and/or wastewater service, responding to customer utility billing inquiries and complaints, and the handling of utility payments.

**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.**

**CUSTOMER SOLUTIONS SPECIALIST**

- Accurately processes utility payments and deposits.
- Reviews overdue accounts and prepares correspondence related to collections.
- Maintains customers' accounts and files on a daily basis.
- The primary contact for customers.
- Receives applications for service for residential properties.
- Processes work orders.
- Ability to analyze customer ledgers and reports.
- Demonstrates clear and concise written and verbal communication.
- Works efficiently and tactfully in a demanding high stress environment
- Works well in a team environment.
- Maintains professional appearance.

**NON-ESSENTIAL JOB FUNCTIONS**

- Performs general custodial duties to keep work area clean and orderly.
- Occasional travel to training seminars.
- 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 accommodations 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
<b>Accredited high school diploma OR possession of an acceptable equivalency diploma</b>	Required	Required
<b>Valid Florida driver's license</b>	Required	Required
<b>American Red Cross CPR/First Aid Certificate</b>	Preferred	Preferred
<b>Training / Experience Requirements</b>	<ul style="list-style-type: none"> <li>• Previous customer service preferred.</li> <li>• Basic computer knowledge.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous customer service required (utility experience preferred).</li> <li>• Intermediate/advanced computer knowledge</li> </ul>
<b>Experience (years)</b>	<b>0-3</b>	<b>3 +</b>

**ENVIRONMENTAL CONDITIONS**

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

- Works inside office.
- Noise Level for this environment is moderate.

**JOB SKILLS AND MINIMUM QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactory 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 percentages and ratios.
- 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, Fax Machine, Copier and Scanner

**Additional Notes:**

- Pre-employment satisfactory drug screening.

**ACKNOWLEDGEMENT OF JOB DESCRIPTION**

Acknowledgment and receipt of said job description, this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_.

Employee is being hired / transferred for the position of:

Customer Solutions Specialist (Level) \_\_\_\_\_

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Employee Signature

DFWP/EEOC/ADA