

CUSTOMER SERVICES SPECIALIST, SENIOR

Job Code	Pay Grade
17088	CL11

Nature of Work

This is advanced 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. The Utilities Department acts as billing agent for municipalities and private industries as well as unincorporated Pinellas County utility customers. Customer inquiries will range from payment billing, account research, escalated issues, and the application of approved policies and procedures. Work at this level requires close contact with multiple areas within Pinellas County government ensuring the billing of various residential and business utility fees. The employee is expected to exercise a high degree of independent judgment based on experience and knowledge of department operations. This position is a lead position and provides leadership support to the Customer Services Specialist positions. This is a service-oriented position, which provides information to the general public, various Utilities Department sections, and associated organizations in response to inquiries.

Minimum Qualification Requirements

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

Appointing Authority May Also Require

- 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 highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are 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; may 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 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.
- 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.

CUSTOMER SERVICES SPECIALIST, SENIOR (continued)

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Illustrative Tasks (continued)

- 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.
- Performs related work as assigned or required.

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.
- Skilled in the application of quality customer service.
- Skilled 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.

For official use only

Revised	EEOC Code	Overtime Code
2/16	Administrative Support	Classified