

CUSTOMER SERVICES ANALYST

Job Code	Pay Grade
17092	CL13

Nature of Work

This is high level problem solving work managing customer relationships in the Customer Services area of the Utilities Department. An employee in this class researches and solves high level, escalated problems via mail, web, and phone. The employee proactively manages commercial customer accounts and acts as liaison between the customer services area of the Utilities Department and municipalities. The employee develops customer service strategies and service levels, including development of Web-based customer service programs. The employee 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. The employee serves as a member of a self-directed work team and is expected to independently resolve problems and carry out responsibilities. As a team member the employee provides for direction of the account team as a whole, including goal setting and planning. Team member duties include screening applicants, participating in panel interviews, contributing to, peer reviews.

Minimum Qualification Requirements

- 4 years analytical automated billing, collection, fiscal records, audit, accounting, finance, customer relations, purchasing matters that includes lead responsibility for responding to customer requests and problems or related field; or
- Associate's degree in business, finance, accounting, public relations or a related field and 2 years experience as described above; or
- Bachelor's degree as described above or in a related field; 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 (CDL) and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are 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; 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; prepares flowcharts and makes recommendations for changes.
- 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.
- Performs related work as assigned or required.

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

CUSTOMER SERVICES ANALYST (continued)

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Knowledge, Skills, and Abilities (continued)

- 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.

For official use only

Revised	EEOC Code	Overtime Code
1/16	Technicians	Classified