

CUSTOMER SERVICE SPECIALIST

General Statement of Duties

Performs a variety of administrative and clerical support duties for the Public Services Department.

Distinguishing Features of the Class

An employee in this class performs a variety of administrative and clerical duties. Work generally requires that employees handle certain activities such as reception duties, records and information processing and referral, and a variety of other office assignments. Duties require tact and discretion in handling public information matters in the program areas. Work requires knowledge of office operations in order that the role may serve as backup and at a competent level in several functions. Precedent setting situations are referred to higher-level supervisors. Guides may include a variety of written manuals and instructions, as well as oral instructions. Sound judgment is required in performing the tasks. Work is performed under the supervision of the Operation Manager and is evaluated through observation, conferences, and the quality and effectiveness of work completed.

Duties and Responsibilities

Essential Duties and Tasks

Screens calls and inquiries; secures and gives information; handles public requests for services or information.

Receives and greets visitors; gives information concerning visitors' needs; handles most requests independently.

Personnel Records manager responsible for all Public Services personnel functions such as personnel files, process monthly/yearly employee evaluations, developmental Pay, and PAFs.

Types correspondence, memoranda, notes, reports, forms, or other materials using automated word processing systems; reviews work for compliance with instructions, spelling, punctuation and basic grammar; proofreads final proof of materials.

Reports utility issues to the proper agencies and follows up for residents.

Responsible for office functions such as mail delivery, event planning, and office supply management.

Telephone account manager.

Maintains activity records and files; initiates appropriate follow up or further action based on the status of office activity.

Handle confidential or sensitive information in an appropriate manner.

Additional Job Duties

Receives cash for departmental or program fees.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Thorough knowledge of office practices and procedures.

Thorough knowledge and ability to use correct grammar, vocabulary, and spelling.

Thorough knowledge of Microsoft Office software.

Ability to gather and give basic information and instructions on departmental programs based on inquiries over the phone or in person.

Ability to be tactful and courteous.

Ability to compile information based on general instructions and from a variety of sources.

Ability to arrange and place records, reports, and files into a proper sequence.

Ability to establish and maintain effective working relationships with the general public, supervisors, and employees.

Physical Requirements

Must be able to physically perform the basic life operational support functions of standing, walking, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to compile and compute data and statistics, operate a computer terminal, proof read materials, and do extensive reading.

Desirable Education and Experience

Associate Degree in Business and two years of experience or an equivalent combination of education and experience.

Special Requirement

Must obtain Notary Public for the State of North Carolina within 1 year of hiring.

Fair Labor Standards Act (FLSA) Status

Non-Exempt

2017