



CUSTOMER SERVICE SPECIALIST

Annual Salary Range: \$44,600 to \$56,500

Summary

Under the Administrative Manager, the Customer Service Specialist interacts with District customers to address their concerns, answer their questions, and assist them with their needs. The Specialist is also responsible for the District newsletter, customer communications, customer satisfaction surveys, and new customer intake. The Specialist is expected to work with minimal supervision.

Essential Duties and Responsibilities

- Answers the telephone and greets office visitors.
- Listens to customer concerns, issues, and questions, attempting to resolve them to the best of their ability or referring them to appropriate District Staff as needed.
- Maintains a positive attitude and calmly responds to customer complaints.
- Opens new, transfers, or closes customer accounts.
- Performs a variety of computer data entry assignments.
- Performs filing and recordkeeping.
- Prepares a variety of correspondence.
- Receives, distributes, and dispatches mail.
- Gathers and organizes a variety of information and material, including, but not limited to a monthly customer newsletter, customer notices, and emergency communications.
- Establishes and maintains cooperative working relationships with co-workers, outside agencies, and the public.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.

Qualification Requirements

Knowledge of:

- Microsoft Office suite products.
- Electronic and physical filing methods and recordkeeping systems.
- Receptionist and telephone techniques.
- Basic mathematics.
- Proper English usage, spelling, grammar, and punctuation.

Ability to:

- Perform a variety of office support and program support assignments with minimal supervision.
- Follow oral and written directions.
- Type at a rate of 45 words per minute from clear, legible copy.
- Operate computers and standard office equipment.
- Prepare and organize a variety of information.
- Effectively maintain good relations with the public.

Education and Experience

Education: A High School diploma or equivalent.

Certificates, Licenses, Registrations

Must have a valid Class C or higher driver's license, and a clean DMV report.

Physical Demands

- Sufficient finger/hand coordination and dexterity to operate office equipment.
- Regularly uses a telephone for communication.
- Must be able to lift 15 pounds.
- Use of office equipment such as computers, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges with or without correction.

Work Environment

- Inside environmental conditions.
- Inside lighting.
- Noise of an open floor plan.