



SARASOTA COUNTY GOVERNMENT

CLASS SPECIFICATION

CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE

CLASS CODE: 31226,31217,31218

EEO Code: 06

FLSA: Non-Exempt

W/C Code: 8810

Pay Grade: 4-6

MAJOR FUNCTION(S)

Depending on assigned Level based on competencies and duties, this position performs routine to complex tasks related to billing system procedures and varied rate structures for water/sewage customers and county citizens. These positions require knowledge of assigned geographic areas including Sarasota, Venice and Englewood. Call Center positions in this class require knowledge of SCG Operations in the entire county as well as referring citizens to appropriate Business Centers for answers to inquiries.

ESSENTIAL DUTIES

- Processes all customer inquiries, current and future, in the office and via telephone, including formulating decisions in accordance with applicable ordinances, regulation and departmental policies. Such inquiries include, but not limited to, watering restrictions, initiating new services, discontinuing services, account status and other customer complaints, billing issues, usage, regulatory issues, licensing, planning, zoning, job opportunities, etc.
- Assists with researching/investigating critical issues that could include billing errors, high usage, main breaks, odors, reconnection/disconnection or other county wide concerns and problems or issues.
- Generates correspondence as appropriate and distributes as the situation may demand.
- Assists with entry or correction of data to all applicable software systems.
- Generates and distributes work orders via appropriate billing system(s).
- Enters, processes and retrieves personal computer and billing information such as daily credit card payments, response to correspondence, credit inquiries, payment research or other customer issues and concerns.
- Provides information to Operations personnel dispatched to various locations using inquiry forms or other problem requests.
- May participate in various Outreach /Community activities to provide education or information to the general public and customers as required.
- Acts in assigned capacity in the event of any County declared emergency.
- Processes daily credit card payments through appropriate billing system application.
- Refers citizens to appropriate Business Centers to address or secure answers to questions about County Operations, regulations, licensures, permits, etc.

NON-ESSENTIAL DUTIES

- Maintains radio contact with field personnel
- Maintains files and records as required
- References appropriate County records,
- Provides back up for other departmental personnel as required or appropriate.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of standard office methods and procedures.
- Knowledge of code requirements, regulations, and policies of the department to which assigned.
- Knowledge of data base and personal computer software.
- Skill in typing.
- Ability to maintain records and prepare reports.
- Ability to meet and deal with people effectively.
- Ability to organize and file materials.
- Ability to establish and maintain effective working relationships with others.

MINIMUM REQUIREMENTS

A High School Diploma or equivalent, and one year of experience in clerical or public contact work. Working knowledge of appropriate computer software/hardware systems and dealing with general public in response to complaints or critical issues.

Class Title Code – Pay Grade

Customer Service Representative II (G5)
Code 31217

Additional Requirements

Minimum of 6 months experience as CSR (G4)
Independently conduct moderately complex investigations or inquiries
Serves as lead or resource to others in department
Meet appropriate certification and training requirements.

Customer Service Rep. III (Sr.) (G6)
Code 31218

Complete required external certification
At least 2 Years Experience as Level II (G5)
Completion of Internal Trac Courses
Serves in Lead capacity on a regular basis
Assists in or performs higher level functions and duties per internal working descriptions.
Conducts complex assignments as required independently and without close supervision.

APPROVED BY: _____ DATE _____

Joanie Whitley, General Manager Human Resources