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<b>JOB TITLE: Customer Service Specialist</b>	<b>DEPARTMENT: Building Department</b>
<b>ROLE &amp; LEVEL: Non-Management / Union</b>	<b>REPORTS TO: Building Director</b>
<b>GRADE: 4 FOPA Union</b>	<b>FLSA STATUS: Hourly / Non-Exempt</b>
<b>Hourly Rate: \$24-\$27 per hour DOQ</b>	
<b>Resume &amp; Cover Letter accepted via email / PDF format to: JRosado@nbvillage.com</b>	<b>Open until filled</b>

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**WORK OBJECTIVE:**

Responsible for a variety of routine clerical duties relating to the collection and reconciliation of utility payments; the maintenance and adjustment of customer accounts and related records; and the opening and closing of utility accounts, receiving and maintaining records of cash receipts for all payments collected at the front desk. Work requires considerable facility in resolving customer concerns but is performed according to established and well-defined procedures. Works involves extensive contact on the telephone and in person with members of the general public.

**EXAMPLES OF ESSENTIAL FUNCTIONS:**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Provide prompt, courteous service and assistance as it pertains to all front counter & telephonic customer service needs to include post office, building department and general clerical functions Village.
- Work with customers on payment arrangements, bill adjustments and various other customer service issues.
- Set up accounts for new service, transfer service, disconnect service, bank drafts, etc.
- Collect applicable fees; closes out the cash register at end of each day ensuring accuracy; prepares transaction reports and deposit slips.
- Perform passport acceptance agent duties which include processing DS-11 applications, review of DS-82 renewals and courier services.
- Perform any combination of tasks in a post office, such as receiving letters and parcels; sell postage and revenue stamps, postal cards, and stamped envelopes; fill out and sell money orders; place mail, order stamps, examine mail for correct postage, prepare end of day closing.



- Research files for rush or regular lien search requests-as directed by Village Clerk's office.
- Assist with the utility billing process and procedures.
- Open, sort, and distribute Village mail.
- Notarize documents as needed.
- Type and edit a variety of correspondence, reports, memoranda, and other material ensuring accuracy
- Ensure compliance with all applicable regulations, policies, work procedures, instructions, and safety rules
- Perform other duties as required or as assigned

**Supervision:**

- None

**MINIMUM QUALIFICATIONS:**

High school diploma or GED; supplemented by three or more years' progressively responsible experience in a permitting and licensing position with strong customer service skills; or an equivalent combination of education, certification, training, and/or experience. May be required to have and maintain a valid Florida state driver's license. May be required to have or obtain additional formal industry certification(s) based on area of assignment. Must be bilingual.

**PREFERRED QUALIFICATIONS:**

- AA Degree; Prior governmental customer service experience

**In addition to meeting the minimum qualifications listed above, an individual must be able to perform each of the established essential functions in order to perform this job successfully.**

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of principles and processes for providing outstanding customer service
- Ability to operate a computer using Microsoft Office products (Word, Outlook, PowerPoint and Excel) and applicable department / organizational software
- Ability to present technical information to others in a clear and concise manner
- Ability to handle confidential information with tact and discretion
- Ability to communicate effectively verbally and in writing
- Ability to deal effectively with the public
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work
- Ability to organize work for timely completion
- Ability to regularly attend work and arrive punctually for designated work schedule



- Ability to pass the required background check and drug screening

**PHYSICAL REQUIREMENTS:**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or workstation and extended periods of time standing and/or walking.

**ENVIRONMENTAL REQUIREMENTS:**

Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes).

**SENSORY REQUIREMENTS:**

Tasks require sound and visual perception and discrimination. Tasks require oral communications ability.