

NOTICE OF JOB OPENING

POSITION:

Customer Service Specialist
(Full-Time)

DEPARTMENT:

Finance

PAY SCALE: \$25,350-\$29,250/annually
(Depending on qualification/experience)

POSITION SUMMARY:

The Customer Service Specialist is a part of the Customer Services Division staff, and is ultimately under the supervision of the Finance Director. This position, under the direct supervision of the Customer Service Administrator, performs various tasks with the division relating to the city's financial software BS&A. The Customer Service Specialist provides excellent professional customer service responding to incoming phone and email communication, based on thorough understanding of the city's financial policies, best practices and procedures. This position is responsible for preparing a variety of monthly reports, customer account maintenance, providing solutions to customer concerns and tasks determined necessary for the effective operation of the division.

Education / Experience / Knowledge:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualification necessary to perform the essential the functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Ability to work well with all levels of management and staff while maintaining a professional and diplomatic demeanor
- Excellent written and verbal communication skills
- Excellent interpersonal skills
- Ability to prioritize and integrate a proactive approach to assignments
- Ability to request assistance as needed
- Strong technical aptitude with the ability to quickly learn and adjust to new systems
- Strong analytical, problem solving and decision making skills
- Effective organizational and time management skills
- Proficiency in written and verbal English required, bilingual English/Spanish skills preferred
- Education requirements include high school diploma or its equivalent with some course work in mathematics and accounting
- Must have extensive Computer skills
- A minimum of two (2) years in cashiering, counter work, billing and public contract/relations
- Applicant must be bonded or bondable