

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

<b>Senior Customer Service Specialist</b>	
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Department:	Administration
Pay Grade:	511
FLSA Status:	Non-Exempt
Job Code:	A602

### **JOB SUMMARY**

As a Senior Customer Service Specialist, the role involves providing comprehensive support to an assigned department, division, or program, both internally and externally. This encompasses addressing inquiries from the public, other City departments, and external agencies. Key responsibilities include managing various permits such as land development, tree removal, and building construction permits and overseeing the reception, verification, and distribution of associated documents and plans. Additionally, duties entail confirming permit fees, reviewing computer records for permit processing, answering calls, assisting callers and walk-in customers with application and technical inquiries, conducting document research and review, and offering clerical and administrative support. Moreover, the role requires in-depth knowledge of all Customer Service Representative roles within the organization.

### **ESSENTIAL JOB FUNCTIONS**

- Serve as the primary point of contact for external customers, offering assistance via telephone or in person, directing them to appropriate staff, providing general information about City services, and explaining departmental policies and procedures.
- Engage with customers through multiple communication channels, including walk-in, phone, email, chat, messaging, and social media comments.
- Effectively communicate solutions verbally or in writing.
- Receive and address customer inquiries, emails, and support tickets using an online tracking system.
- Provide essential technical guidance to customers regarding phone applications, mobile websites, and mobile apps.
- Ensure accuracy and completeness of all transactions, including openings, closures, and intermediates.
- Manage customer accounts for programs such as property taxes and utility services, accepting applications for utility services and homestead exemptions.

- Process various payments, including alcohol license fees, utility bills, property taxes, and application/permitting fees.
- Handle requests and adjustments for utility accounts and property tax assessments.
- Perform miscellaneous customer service tasks or projects as needed.
- Assist in training and onboarding new Customer Service representatives.
- Support the development and maintenance of training materials and educational resources.
- Research industry trends, policies, and certifications and deliver ongoing training to employees.
- Receive and process land development, tree removal, electrical, mechanical, and plumbing trade permit applications.
- Support customer service needs across all City departments.
- Collaborate with business owners, contractors, and other stakeholders to advocate for their needs and support economic development initiatives.
- Coordinate with multiple departments to address customer service needs, including planning and development-related issues.
- Demonstrate knowledge of planning, development, and zoning processes and troubleshoot related issues.
- Ensure accurate billing processes.
- Address unique customer service requests or escalations.
- Analyze work papers, reports, and special projects, interpreting technical and numerical information and problem-solving operational and technical procedures.
- Accurately input, update, verify, and correct data in computer systems or records.
- Verify the validity of contractor and business licenses.
- Retrieve and provide documents, records, and data/information as requested.
- Maintain file confidentiality and adhere to file management guidelines.
- Collaborate effectively with diverse individuals, maintain composure under pressure, provide support and leadership to department staff, manage project demands, priorities, costs, and timelines, and relay public feedback and concerns to management.
- Uphold a positive City image through exemplary internal and external customer relations.
- Foster positive working relationships with colleagues, other City employees, and the public.
- Perform any other duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **Education and Experience:**

- Requires a High School Diploma or equivalent; College Degree preferred; supplemented by four (4) years of experience, preferably in clerical support, customer service, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

### **PREFERRED QUALIFICATIONS:**

- Prior experience as a Permit Technician

### **Licenses or Certifications:**

- Possess and maintain ICC Permit Technician Certification or be able to obtain within the first year of employment
- Additional certifications may be required based on assignment.

**Special Requirements:**

- None

**Knowledge, Skills, and Abilities:**

- Principles in effective customer service.
- Proficiency in written and verbal English, including spelling, punctuation, and grammar.
- Familiarity with modern office equipment, procedures, and various software applications.
- Ability to learn and apply relevant local, state, and federal laws, codes, ordinances, and City policies.
- Capacity to comprehend all facets of the job, analyze work materials, reports, and special projects, and problem-solve operational and technical policies and procedures.
- Ability to acquire and excel in all essential job functions across Customer Service positions within the department.
- Skills in composing general correspondence, letters, and meeting minutes.
- Patience and adeptness in assisting customers and resolving issues.
- Proficiency in active listening and learning, including understanding others' perspectives, asking appropriate questions, and acquiring new information.
- Competency in de-escalation techniques.
- Capability to grasp, interpret, and convey technical and complex information, terminology, policies, and procedures.
- Proficiency in basic mathematical operations and interpretation of numerical data.
- Capacity for judgment, decisiveness, and creativity in evaluating information against verifiable criteria.
- Ability to maintain accurate records and proofread documents effectively.
- Upholding a positive and professional demeanor while addressing customer concerns and complaints with kindness and calmness.
- Proactive and solutions-oriented approach to problem-solving.
- Aptitude for understanding, interpreting, and explaining rules, policies, and procedures to customers and colleagues.
- Commitment to integrity through accountability for work completion and customer interactions.
- Consistent punctuality and attendance.
- Effective contribution to team efforts through collaboration.
- Clear and concise communication skills, both orally and in writing.
- Proficiency in Spanish language is a plus.

**PHYSICAL DEMANDS**

The work is sedentary to light, which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at

a keyboard or workstation. Tasks also require the ability to perceive and discriminate visual cues or signals.

### **WORK ENVIRONMENT**

Work is regularly performed without exposure to adverse environmental conditions. This position is a full-time in-office position.

**The City reserves the right to modify this job description as needed. This description does not constitute a contract of employment.**

*The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.*