

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.

Customer Service Specialist II	
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Department:	Administration
Pay Grade:	509
FLSA Status:	Non-Exempt
Job Code:	A603

JOB SUMMARY

As a Customer Service Specialist II, you will provide support to both internal and external customers, including the public, other City departments, and external agencies. The role involves managing various simple permits such as photography, temporary signs, tree removal, and trade. Additionally, you will confirm permit fees, review computer records for permit processing, answer calls, assist callers and walk-in customers with application and technical inquiries, conduct document research and review, and offer clerical and administrative support.

ESSENTIAL JOB FUNCTIONS

- Serve as the first line of contact to external customers via telephone or in-person; refer customers to appropriate staff and/or provide general information regarding City functions and services and explain department operating policies and procedures.
- Work directly with customers and engage with responses through all communication channels, including walk-in, phone, email, chat, and messaging.
- Communicate solutions appropriately, whether in writing or verbally.
- Receive and resolve customer calls, emails, and support tickets via an online tracking system.
- Perform ad hoc service-related tasks or projects as necessary.
- Refer to premade scripts for a variety of customer service topics.
- Use best practices in customer service techniques to develop rapport and build relationships with customers.
- Manage customer accounts for programs such as property taxes and utility services.
- Provide light technical instruction to callers, including assistance with phone applications, mobile websites, and mobile apps.
- Complete billing with accuracy.

- Accurately enter data and maintain records by entering, updating, verifying, or making corrections to data/information manually or into a computer system, records, or log.
- Collaborate effectively with diverse individuals and maintain composure under pressure.
- Assist Senior Customer Service Specialists with special ad hoc projects.
- Retrieve various documents, records, and data/information to provide to customers or process requests.
- Analyze work papers, reports, and special projects; identify and interpret technical and numerical information; observe and problem-solve operational and technical policy and procedures.
- Collaborate with business owners, contractors, and other stakeholders to advocate for their needs and support economic development initiatives.
- Purge/shred files per guidelines and maintain file confidentiality.
- Promote a positive City image by maintaining excellent internal and external customer relations.
- Work collaboratively with staff, various departments, and outside agencies.
- Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.
- Compose general correspondence/letters and take meeting minutes.
- Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Education and Experience:

- Requires a high school diploma or equivalent
- College degree preferred
- Supplemented by three (3) years of experience, preferably in clerical support, customer service, or a related field
- Any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for the job will be considered

Licenses or Certifications:

- Additional certifications may be required based on assignment.

Special Requirements:

- None

Knowledge, Skills, and Abilities:

- Understand and apply principles of effective customer service.
- Proficient in written and verbal English, including grammar and spelling.
- Practice active listening and learning to fully understand and respond to customers.
- Familiar with modern office equipment, procedures, and software applications.
- Use critical thinking to assist clients in resolving issues.
- Skilled in de-escalation tactics to handle upset customers.
- Efficiently use various office software applications.
- Learn and understand relevant local, state, and federal laws, codes, and City policies.
- Maintain accurate records and proofread documents.
- Uphold a positive and professional demeanor when addressing customer concerns.

- Take a proactive, solutions-oriented approach to problem-solving.
- Understand, interpret, and explain rules and policies to customers.
- Maintain integrity and accountability in work and customer interactions.
- Demonstrate consistent punctuality and attendance.
- Communicate clearly and concisely, both orally and in writing.
- Collaborate effectively with team members.
- Spanish language proficiency 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 work station. 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.

The City has the right to revise this job description at any time. This description does not represent in any way 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.