

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 I

Department: Administration

Pay Grade: 507

FLSA Status: Non-Exempt

Job Code: A604

JOB SUMMARY

To perform internal/external customer support duties for an assigned department, division, or program, including receiving and responding to inquiries from the public, other City departments and outside agencies; to prepare routine clerical, administrative, and receptionist duties; and to perform other duties as assigned.

ESSENTIAL JOB FUNCTIONS

- Serve as the primary point of contact by engaging with customers across all communication channels including walk-in, phone, email, chat.
- Provide general information about City functions and services, and refer customers to appropriate staff when necessary while always ensuring prompt and courteous responses.
- Utilize premade scripts for various customer service topics to ensure consistency and accuracy in responses.
- Communicate solutions effectively, both verbally and in writing, while adhering to departmental operating policies and procedures.
- Receive and resolve customer inquiries, calls, emails, and support tickets using an online tracking system, ensuring timely and accurate resolution.
- Apply best practices in customer service techniques to establish rapport and build positive relationships with residents, business owners, and visitors to the City of Roswell.
- Enter and maintain data records with accuracy, including updating, verifying, and correcting information in computer systems or logs.
- Maintain confidentiality and security of files by adhering to guidelines for file purging/shredding and file management.
- Collaborate efficiently with coworkers, other departments, and external agencies to ensure consistent delivery of customer service.

- Cultivate positive working relationships with colleagues and the public by exemplifying principles of excellent customer service.
- Support the city's economic development vision by collaborating with business owners, contractors, and other service-oriented customers as a dedicated advocate.
- Assist in composing general correspondence/letters to customers and/or coworkers.
- Complete billing tasks accurately, ensuring precision in financial transactions.
- Handle customer inquiries related to establishing and disconnecting utilities, tax inquiries, and processing payments for utilities, taxes, permit applications and other city programs.
- Maintain accuracy and completeness in all financial transactions, including balancing batches and cash drawers.
- Manage customer accounts for assigned programs, activities, and camp/youth registrations.
- Process various types of applications including but not limited to; permitting (land development, building, engineering, tree, photography, garage sales, electrical, plumbing, etc.) new business registration, business renewals, and handle change requests and adjustments.
- Ensures the accuracy and thoroughness of forms and permit applications, aiding the general public in completing various paperwork through multiple channels.
- Research and update account information, handle returned mail, and process new statements and mail to customers.
- Process payments and scan documents for various taxes and applications, including Alcohol License, Alcohol Excise Tax, and Public Accommodations Excise Tax.
- Operate office equipment and computer systems proficiently to complete essential functions, including word processing, spreadsheets, and database/CRM software.
- Communicate effectively with supervisors, colleagues, other departments, and the public to coordinate work activities, exchange information, and resolve issues.
- Receive, review, prepare, and process various forms, reports, manuals, correspondence, and documentation accurately and in a timely manner.
- Perform ad hoc customer service-related tasks or projects as assigned, demonstrating flexibility and adaptability
- Perform additional duties as assigned by supervisors to support departmental goals and objectives.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a High School Diploma or equivalent; College Degree preferred. Supplemented by two (2) 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.

Licenses or Certifications:

- Additional certifications may be required based on assignment.

Special Requirements:

- None

Knowledge, Skills, and Abilities:

- Consistently uphold a customer-focused positive mindset and demonstrate a readiness to provide exceptional service and exceed expectations at all times.
- Ability to multi-task and work in a fast paced environment while still prioritizing customers' needs.
- Uphold a positive demeanor while calmly and kindly addressing customers' concerns and complaints.
- Active Listening and Active Learning: Providing full attention to what other people are saying, taking the time to understand the points being made, asking questions as appropriate, and taking the time and initiative to learn new information.
- Maintain integrity by taking responsibility and accountability for the completion of work and customer interactions.
- Consistently demonstrate a willingness to collaborate and contribute towards enhancing the department's effectiveness as a team member
- Maintain consistent punctuality and regular attendance.
- Ability to demonstrate sincere empathy, positivity and adaptability by relating to many different personality types.
- Ability to approach situations with a proactive, solutions-oriented mindset, and willingness to create new ways to "go the extra mile".
- Communicate clearly and concisely both orally and in writing using complete sentences, proper spelling, punctuation, and grammar.
- Ability to learn and utilize a variety of reference information from multiple departments throughout the city.
- Ability to handle inquiries with customers, coworkers, and the general public patiently, tactfully and courteously.
- Ability to perform, addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs
- Proficient in de-escalating tactics.
- Possess a detail oriented and meticulous mindset by demonstrating a willingness to learn new information and perfect existing skillsets.
- Critical thinking to best assist customers in resolving any difficult situations or issues with city services.

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.

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.