

CUSTOMER SERVICE SPECIALIST III

JOB PURPOSE OR SUMMARY

The Customer Service Department is located on the second floor of the Clark County Public Service Center. The Customer Service Department is a unique partnership between three independent offices, the Clark County Assessor, Auditor, and Treasurer and offers citizens a streamlined process for government transactions. The Customer Service Specialists serve as the first point of contact for customers and provide expertise and assistance on issues for all three offices. In addition to the front-facing customer service work of the Customer Service front counter, the Customer Service Specialist III backs up the Customer Service Specialist I and II in the role of first point of contact for internal customers and the general public. The Customer Service Specialist III performs a variety of moderate to highly complex customer service and administrative tasks.

CLASSIFICATION DISTINCTIONS

The Customer Service Specialist III is the third level in the Customer Service Specialist job family. Incumbents typically move into the third level following twelve months of training with proven and ongoing successful performance of the level III tasks and responsibilities. The primary distinction between the second level and the third level Customer Service Specialist is the level of complexity of the work assigned. As a Customer Service Specialist III, staff specialize in the more detailed transactions associated with their assigned Elected Official home and partner offices, train other Customer Service Specialist staff in the proper completion of the tasks related to their area of specialization and begin to review and approve the work product of the Customer Service Specialist staff.

The Customer Service Specialist III position administers customer and program support for complex tasks, to include training staff in programs identified within the Customer Service Specialist I and II classifications. Employees in the Customer Service Specialist III position support specific business functions for all offices, regardless of an employee's home office.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

Advanced program work including, but not limited to the following areas:

Process and audit Current Use transactions; prepare new construction drawings; maintain and update property accounts for mobile homes and taxpayer records; void and correct transactions from Customer Service host systems; complete payment imports; compile and complete property tax refunds; process returned payments; update, maintain, audit and review property status and tax bill changes in the assessment and collection system; review the management of payments posted on accounts; compile and finalize gambling tax reports; manage customer accounts for electronic billing of property taxes; answer customer inquiries on behalf of the Customer Service partner offices.

In addition, persons performing in the Customer Service Specialist III position will maintain existing skill sets to accomplish work performed at the Customer Service Specialist I and II levels, including:

- Supports the tax exemption and deferral programs; processing intake forms and responding to customer inquiries.
- Provides support for the new construction and appraisal process; assisting customers with questions regarding values, programs, etc.
- Processes marriage applications and returned certificates.
- Records various documents; research on historical documents; process electronically submitted documents; indexing and verifying documents; processing digital archive requests.
- Collects cash for taxes, assessments, fees, etc.; provides account information and updates.
- Processes real estate excise, mobile home excise and move permits.
- Trains staff in the use of computer software and data entry procedures, as well as County department/division rules and regulations.

Provides administrative support using computer software skills:

- Uses computer software applications and equipment to prepare and complete routine forms, reports, correspondence, requisitions, tabulations and other materials from copy, rough draft; proofreads documents for typing and format errors.
- Operates equipment used in the offices served where extensive prior training is not required and operation can be learned in a short period of time; uses word processing, spreadsheet and database PC applications; types on sophisticated electronic typewriters, and/or operates other specialized office equipment with accuracy, skill, and independent judgement.
- Retrieves data from computer database applications and may compile routine reports from various data sources.

Provides general administrative support:

- Receives and sorts mail by addresses or other clearly defined systems; distributes mail, office records and supplies; performs messenger service within or between departments or offices.
- Compiles, verifies, posts and maintains logs, rolls, index directories and other information from data collected and maintained by the work unit.
- Completes and mails routine form letters of acknowledgment, notification and inquiry.

- Assists in the establishment and maintenance of general and technical files and records, i.e., personnel files, invoices, warrants and participant registers, correspondence files, report and suspense files, payroll records and miscellaneous files and records.
- Assures that record disposition schedules are adhered to and that files are kept orderly and current.
- Serves customers in-person, via phone and email.
- Cashiering and cash handling, including balancing daily receipts, preparing bank deposits, and managing an assigned drawer.
- Orders and maintains stocks, supplies and inventories.
- Schedules meetings, makes room arrangements and sends out schedule changes and notices. Coordinates (or assists with coordinating) functions and activities; sets up rooms and equipment required.
- Performs related duties as required, including those assigned to Customer Service Specialist I/II.

QUALIFICATIONS

Two to three years of related work experience required. Experience working in a high volume, direct customer contact service environment preferred. Experience processing technical work such as interpretation and explanation of complex regulations to customers preferred. Associate's degree in business or related field preferred.

Other combinations of education, training and experience that would provide the required knowledge, skills and abilities will be considered.

Knowledge of: general office procedures and practices of the specialized functions, policies, and procedures of the work unit; spelling, capitalization, punctuation and rules of grammar, and of the formats and clerical procedures used in performing the work; filing and record-keeping procedures; applicable laws, county codes, ordinances, and policies governing the work of the department and assignment; business English; PC computer applications such as word processing, spreadsheets and databases; basic bookkeeping and/or cashiering methods and practices as required by the position.

Ability to: operate standard office equipment such as computer software applications, telephones, facsimile machines, copy machines; apply sound judgment in making decisions independently in accordance with established policies, procedures, and regulations; diffuse difficult or highly charged situations; follow oral and written instructions; communicate

effectively orally and in writing; learn and adhere to prescribed office routines; establish and maintain respectful and effective working relationships with other employees and the general public; maintain a neat personal workspace and courteous attitude toward the public and fellow employees; sit or stand for long periods of time while performing routine and repetitive functions. Apply policies and procedures consistently to a variety of (clear and unclear) situations. Effectively communicate specific details from the Revised Code of Washington (RCW) and Washington Administrative Code (WAC) to customers served by programs and transactional work from primary office of assignment.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Work is performed primarily in an office setting. Some walking, standing, bending, and carrying of light items may be required depending upon department and assignment. In some positions the incumbents may be spending a major part of the workday exchanging information orally via telephone or over a counter. Such duty may require prolonged periods of standing. Other assignments may involve more physical demands such as exposure to temperature extremes when delivering mail or products under all weather conditions; involve exposure to potentially dangerous equipment, chemicals, noise and noxious odors/fumes. Stapling, stacking, lifting, ladder climbing and storage are performed on a routine basis.

Essential duties include use of the telephone and personal computer, writing, reading, speaking and listening.

Occasionally, incumbents experience highly stressful situations in the process of resolving problems of an immediate nature, such as facing irate citizens dissatisfied with information received, action taken or to be taken by a division or department, or denial of service for cause.

Operating a motor vehicle may also be required.