

## **CUSTOMER SERVICE SPECIALIST II**

### **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 II performs a variety of moderate to highly complex customer service and administrative tasks.

### **CLASSIFICATION DISTINCTIONS**

The Customer Service Specialist II is the second level in the Customer Service Specialist job family. Incumbents typically move into the second level following up to twelve to eighteen months of training and successful performance at the first level. The primary distinctions between the first level and the second level Customer Service Specialist is the responsibility for more complex or advanced activities and successful completion of the Customer Service cross-training program. As a Customer Service Specialist II, staff begin to specialize in the more detailed transactions associated with the Customer Service Elected Official Offices and may become responsible for training staff in the proper completion of the tasks related to their area of specialization.

### **KEY OR TYPICAL TASKS AND RESPONSIBILITIES**

#### **Provides customer and program support for Customer Service Elected Official Offices**

- 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- Records various documents; research on historical documents; process electronically submitted documents; indexing and verifying documents; processing digital archive requests.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.

**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; 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.

## **QUALIFICATIONS**

Successful completion of the Customer Service Specialist I expectations and Customer Service cross-training program.

**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.

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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.

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