

CUSTOMER SERVICE SPECIALIST, SENIOR

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. The Senior Customer Service Specialist performs a variety of highly complex customer service and administrative tasks that include participation in the hiring process, training, making work assignments, approval of time off and payroll actions, providing technical guidance and assistance and counseling on day to day performance matters.

Results of work at the Senior Customer Service Specialist level affect the accuracy, reliability or acceptability of processes or services within the Customer Service Offices. Work may also significantly affect the coordinative efforts of other divisions and departments within the County. Considerable latitude for independent judgment and action is also exercised at this level.

CLASSIFICATION DISTINCTIONS

The Senior Customer Service Specialist is the lead level in the Customer Service Specialist job family. The primary distinction between the third level and the lead level Customer Service Specialist is the amount of time spent reviewing the daily state mandated work product and having responsibility for a work unit. Incumbents specialize in the most complex transactions associated with their assigned Elected Official home office, train and monitor training progress of other Customer Service Specialist staff in the proper completion of the tasks related to their area of specialization and review and approve the work product of the Customer Service Specialist staff.

KEY OR TYPICAL TASKS AND RESPONSIBILITIES

The Senior Customer Service Specialist may perform duties including those assigned to Customer Service Specialist I/II/III. In addition, the Senior Customer Service Specialist may be responsible for the following duties as required by each Elected Office:

- Administers specific programs in each of the three offices.
- Leads office support personnel.
- Performs daily quality and assurance review.

Clark County, Washington

- Verifies that daily/monthly/quarterly/annual communications are completed with governing and reporting agencies in adherence to policy and schedule.
- Trains new employees in formal and on the job training settings.
- Establishes work schedules, distribute and assign work for other Customer Service Specialists.
- Works with Customer Service partners to cross-train other Customer Service Specialists.
- Performs daily/monthly reconciliation of host systems and complete deposit and close day tasks.
- Works with Customer Service partners in setting policy and procedure.
- May participate on interview panels and make recommendations to the hiring manager, but will not make hiring decisions for employees.
- May provide input to management prior to performance evaluations; and may coach and counsel employees, but shall not have authority to administer formal disciplinary action or terminate employees.
- Coordinates and assigns staff to complete testing of host system updates and releases.
- Assists with troubleshooting systems and equipment.
- Coordinates and organizes meetings, activities and functions; schedules rooms, assures notification of participants, arranges for necessary equipment and supplies.
- Handles more complex issues and tasks within the work groups, working as an individual contributor or part of a larger team of employees.
- Develops and maintains computer databases or manual records systems.
- Uses spreadsheets to track, analyze and report qualitative and quantitative information.
- Performs related duties as required.

QUALIFICATIONS

Four to five years of related work experience required, including successful experience as a Customer Service Specialist I, II, and III. 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.

Clark County, Washington

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.

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