

JOB ANNOUNCEMENT

City of Treasure Island, Florida

TITLE OF POSITION: Customer Service Specialist
DEPARTMENT: Finance & Recreation
PAY GRADE: 8
SALARY: \$14.37 - \$21.45
VACANCY: September 9, 2019
CLOSING DATE: Open Until Filled

GENERAL DESCRIPTION:

Will accomplish excellent customer success in working with the general public, community organizations and other City departments in providing City services, addressing questions/concerns and assimilating information. Serves as initial point of contact for citizens/customers on behalf of the City.

Work is performed under the administrative direction of the Assistant Finance Director and Assistant Recreation Director.

ESSENTIAL JOB FUNCTIONS:

1. Provides welcoming and excellent customer service to the public and other employees upon arrival at City Hall in person, via phone and e-mail
2. Seeks out information to keep him/herself up-to-date and current with city services, programs and events
3. Explains departmental and/or City policies and procedures and applicable rules and regulations to the public via personal contact, telephone conversation, or written correspondence when needed
4. Explain rates and fees as outlined in the City's Fee Schedule
5. Receive payments and tender receipts and provide cashiering
6. Coordinate and facilitate requests for facility rentals, beach weddings, camp registration, event vendor registration, marina rentals and any other items as determined.
7. Coordinate parking for facility and marina rentals and for all other community events or activities as assigned.
8. Be cross-trained in cash drawer balancing and serves as the back up to Finance cashiering duties
9. Provides Notary duties
10. Is an active participant and works closely with Public Information Officer support the city's on-line platforms (via City website and social media outlets)
11. Performs related work as required

MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS AND ABILITIES:

- Two years' experience multi-tasking and providing excellent customer service within a busy professional environment
- Consistently maintain an energetic and friendly demeanor in a busy environment
- Ability to be comfortable in an ever-changing work load throughout the day
- Ability to be a great communicator and maintain effective working relationships
- Ability to be a problem solver and to be resourceful
- Ability to administratively keep files organized, streamline processes with an emphasis on accuracy
- Ability to exercise sound judgement regarding City policies, procedures, rules and regulations to customer situations.
- Computer skills and knowledge of Microsoft Office in particular, Word and Excel and social media platforms
- Ability to make mathematical computations with speed and accuracy
- Ability to operate computer and be able to learn various software programs

EDUCATION AND EXPERIENCE:

Have a minimum of an Associate's Degree or 2 years towards college degree with customer service experience. Prefer experience working in a professional office environment.

A comparable amount of training, education or experience may be substituted for the above minimum qualifications.

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

Valid Florida Driver's License

ESSENTIAL PHYSICAL SKILLS:

- Acceptable eyesight (with or without corrections)
- Acceptable hearing (with or without aid)
- Ability to communicate both orally and in writing
- Ability to access, input and retrieve information from a computer

ENVIRONMENTAL CONDITIONS:

- Works inside in an office environment

(Reasonable accommodation will be made for otherwise qualified individuals with a disability.)