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| <b>DATE</b>     | July 2016  |
| <b>JOB CODE</b> |            |
| <b>FLSA</b>     | NON-EXEMPT |
| <b>EEO</b>      |            |

JOB TITLE: Service Support Specialist II  
 DEPARTMENT/DIVISION: Resolution Center  
 REPORTS TO: Senior Service Support Specialist

**SUMMARY:** Responsible for performing all functions of Service Support Specialist with an emphasis on electronic communications to the public. Accept credit card payments for various departments using various databases (e.g., ORACLE, HTE, and INCODE).

**ESSENTIAL JOB FUNCTIONS:**

- Answer and respond to inbound phone calls, radio calls, and emails for multiple internal departments from citizens and staff. Transfers customers to appropriate internal departments and/or requested staff members as requested.
- Serve as primary point of contact for walk-in customers at City Hall.
- Assist in the interpretation of City policies, department specific guidelines/policies, and/or ordinances for customers.
- Assess customers' tone of communication and responds appropriately and professionally.
- Provide customers with appropriate contact information for internal and external departments and or services to resolve specific issues.
- Research information using various databases (e.g., SPL, HTE, and JEMS) in order to respond to customers' inquiries, complaints, and concerns.
- Review customer histories using appropriate databases in order to best assist them.
- Log all inquiries, complaints, and/or concerns received from citizens and staff into appropriate databases.
- Create and process work orders and dispatches crews to assist residents.
- Process and enter payment information into applicable database and issues confirmation to customers.
- May analyze citation information and discusses options with individuals for handling citations.
- Assist customers with open records requests
- Performs other duties as assigned

**SUPERVISORY/BUDGET RESPONSIBILITIES:**

- None.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of telephone etiquette;
- Skilled in basic written and grammar techniques;
- Knowledge of various City services (e.g., waste management, courts, utilities);
- Basic knowledge of database systems;
- Skilled in operating modern office equipment;

- Skilled in providing customer service;
- Skilled in handling irate customers;
- Skilled in handling cash;
- Skilled in handling frequent interruptions;
- Skilled in performing basic mathematical calculations;
- Skilled in operating a computer and related software applications;
- Skilled in communicating effectively with a variety of individuals.
- Ability to maintain professionalism in various situations.

**MINIMUM QUALIFICATIONS:**

- High School Diploma or G.E.D.
- Two years of progressively responsible customer service experience in a high volume customer service environment.

**PREFERENCES:**

- Experience as a customer service representative in a centralized customer service center.
- Bilingual in Spanish and English

**WORKING CONDITIONS:**

- Frequent reaching, sitting, standing, walking, talking, seeing, hearing, and manual dexterity.
- Occasional lifting and carrying up to 10 pounds.
- Work is typically performed in a standard office environment.

**CONDITIONS OF EMPLOYMENT:**

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.