

**COLLIER COUNTY, FLORIDA**  
**CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE:                      CUSTOMER SERVICE REPRESENTATIVE**

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**PURPOSE OF CLASSIFICATION**

The purpose of this classification is to provide clerical support and customer service. Work involves preparing a variety of documents; entering data and retrieving information from department databases; maintaining automated and manual files; and assisting callers, customers and/or visitors.

**ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Prepares department records, reports and forms; prepares correspondence and letters; receives documents and/or retrieves information from drafts, summaries, databases or other source documents; and incorporates information into prepared materials; and proofreads for accuracy and completeness. Copies and distributes documents as appropriate. Performs miscellaneous clerical duties including report preparation, special projects, and procedural manuals associated with customer service.

Resolves issues that may involve a high level of research and solution identification. Works proactively to identify issues that may impact a voter and resolve such issues in a timely manner.

Assists in training and supervising temporary workers during election cycles. Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Receives and assists visitors and/or customers; provides information; and/or directs visitors to appropriate staff member(s). Provides information regarding programs; explains policies and procedures; receives applications, payments, requests and/or complaints. Rotates to satellite location on a weekly rotation. Hours may vary and be extended during Election cycles.

Provides forms, applications, receipts and/or other documents to visitors/customers upon request. Assists customers with completing registration forms.

Establishes, updates and maintains information in automated information systems; enters operational, account, and/or program information into databases; retrieves data from databases; creates new spreadsheets/files; and purges old data. Researches information from databases as requested. Generates reports, logs and listings from databases. Includes scanning paper documents into digital database.

Prepares and maintains department files and records to include department correspondence, program records, legal documents, etc.; photocopies documents and distributes and/or files; and requests information from other departments as necessary to complete department records/files.

Receives, dates and distributes incoming mail. Prepares outgoing mail. Answers telephones; assists callers with questions regarding election related issues, services, or procedures; refers callers to other staff members as appropriate. Responds to email, web, and fax inquiries.

Operates a personal computer, telephones, copiers, scanners, mailing machines, and other office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

**ADDITIONAL FUNCTIONS**

Performs other related duties as required.

In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

**MINIMUM QUALIFICATIONS**

Bachelor's degree preferred with emphasis in customer service; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Must be extremely organized, have strong problem solving skills, and possess excellent written/verbal communication skills. Requires the ability to communicate effectively in English; additional preference will be given to bilingual (Spanish) candidates. Proficiency in Microsoft Office Suite Applications required (Word, Excel, Outlook).