

**COLLIER COUNTY, FLORIDA
CLASSIFICATION SPECIFICATION**

CLASSIFICATION TITLE: CUSTOMER SERVICE REPRESENTATIVE

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide exceptional customer service and accurate clerical support to internal and external customers. Work involves efficiently preparing a variety of documents; performing data entry functions competently and delivering complete and correct information from databases; maintaining automated and manual files; communicating effectively and courteously by 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.

Responsible for providing support to Collier County citizens at a satellite/remote location. Greets and assists visitors and/or customers in a timely and pleasant manner; provides accurate information regarding voter registration and election inquiries. Delivers correct information regarding policies and procedures by communicating effectively; receives and processes applications, requests and/or complaints efficiently while maintaining a pleasant demeanor.

Provides forms, applications and/or other documents to visitors/customers upon request. Assists customers with completing registration forms. Maintains a clean and organized work area.

Establishes, updates and maintains information in the automated system; enters operational, account and/or program information into databases; retrieves information from databases; creates and updates spreadsheets/files; purges old data and thoroughly researches information from all resources available when requested. Scans paper documents into digital database. All tasks are completed with an emphasis on quality while efficiently performing all duties assigned.

Answers telephones; assists callers with questions regarding election related issues, services or processes within established guidelines and procedures; referring callers to other staff members as appropriate.

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

Ability to operate a personal computer, telephone, copier, scanner, mail machines and other office equipment as necessary to complete essential functions. Proficiency in Microsoft Office Suite Applications required (Word, Excel, Outlook).

ADDITIONAL FUNCTIONS

Performs other related duties as required.

Works extended hours during election cycles.

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

Collier County Supervisor of Elections

Grade 12 Non-Exempt

Bachelor's degree desirable with an emphasis on customer service; or any equivalent combination of education, training and experience that provides the requisite knowledge, skills and ability for this job. Must be extremely organized, have strong problem solving skills, the ability to prioritize and multi-task, work independently with minimal supervision, possess excellent written and verbal communication skills and be a collaborative team player to be successful in this role. Requires the ability to communicate effectively in English; additional preference will be given to bilingual (Spanish) candidates.