

Job Description

Job Title: Customer Service II **Job Code:** 900510 **Job Family:** Administrative
Pay Grade: JC.14.14 **FLSA:** Non-Exempt **EEO:** Office-Clerical
Department/Agency: Countywide **Position Number(s):** Multiple
Recommended Position Title(s): Customer Service Specialist, Senior Customer Service Associate,
Senior Customer Service Technician

The following Core Competencies apply to everyone and are essential to all County jobs:

- Accountability – Follows-up on and meets commitments, takes ownership for work, and possesses a strong ability to stay focused on individual, department, and County results.
- Communication – Clearly and effectively expresses ideas and thoughts (verbally and in writing); listens actively.
- Customer Focus & Public Relations – Builds positive internal and external customer relationships; is committed to customer satisfaction; assumes responsibility for solving customer problems and ensures commitments to customers are met.
- Initiative – Independently acts to resolve problems and provide solutions; seeks out new responsibilities; generates new ideas; practices self-development.
- Safety – Understands and supports safety standards as required by the job; keeps the workplace clean and safe.
- Teamwork – Encourages and facilitates cooperation, pride, and trust among the team; fosters commitment and team spirit; works cooperatively with others to achieve overall goals.

The following Leadership Competencies apply to supervisors, managers, and executives based on designated responsibilities:

- People Management – Clearly defines subordinate roles and responsibilities; motivates employees to perform and delegates work effectively; applies consistent performance standards and handles performance problems decisively and objectively; leads by example.
- Operations Management – **Directs and guides operations in alignment with the County's and department's overall goals and objectives; ensures the execution of efficient processes to maximize the County's and department's resources; utilizes operational knowledge to make sound decisions.**
- Strategic Leadership – Determines the strategic direction of the team or department in alignment with overall county goals; effectively communicates strategies internally and externally; creates a culture to support strategies and provides mechanisms to implement them; fosters buy-in and enthusiasm with employees.

Essential Duties:

- Answers phones, refers calls and customers; greets customers and gives standard information in response to phone, email, or in-person inquiries; serves as a subject matter expert; provides solutions and recommendations for complicated issues; tracks and monitors calls to provide quality control; provides training to other staff.
- Creates and maintains files both public and confidential; inputs data into systems; creates and distributes reports and analyzes data to determine problems or trends; initiates written or oral correspondence; schedules appointments, meetings, and other functions.
- Assists customers with completing routine and non-routine forms when appropriate; collects forms and any supporting documents; reviews for accuracy and completeness; obtains client information as well as signatures on required permission and consent forms; explains fees, policies, and payment options. Based on information received, researches account information; makes determination on coordination of services/resources, and organizes referrals to current staff or outside agencies; copies, collates, and routes forms to appropriate locations or staff.

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- Calculates and collects fees for payment; resolves a variety of non-routine customer complaints, problems, and billing disputes; may provide follow-up to ensure customer satisfaction. Completes daily audit and reconciliation of cash and checks collected, and prepares deposit.

Supervisory Responsibilities:

- Yes No This position is also responsible for the supervision and leadership of employees, which includes making employment-related decisions and/or recommendations, and formally evaluating performance.

Duties and responsibilities, as required by business necessity may be added, deleted or changed at any time at the discretion of management, formally or informally, either verbally or in writing. Scheduling and shift assignments and work location may be changed at any time, as required by business necessity.

Minimum Job Requirements:

High school diploma or equivalent and one year of customer service or related experience are required. May require KS/MO driver's license, depending on department or agency.

Johnson County Government requires reference/background screening for all positions. Specified criteria may vary by Department/Agency.

Preferred Job Requirements:

No preferred job requirements.

Education/Experience Substitutions:

Yes No Experience may be substituted for degree.

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Physical, Environmental, and Special Working Conditions:

Within sixty (60) days of hire, employees (select DHE and EMS positions) must produce proof of immunization, proof of immunity, proof that immunization is medically contraindicated, submit a written objection to immunization based upon a sincerely held religious belief, or receive vaccination for the following: Measles, Mumps, and Rubella (MMR); Tetanus Diphtheria and Acellular Pertussis (TDAP); and Varicella (Chickenpox).

All County employees may be called upon to assist other departments in a declared emergency situation.