



CITY OF BROOKSVILLE

JOB DESCRIPTION

POSITION TITLE: Customer Service Specialist Lead
DEPARTMENT: Public Works
DIVISION: Utilities
SUPERVISED BY: Customer Service & Utility Billing Supervisor

JOB SUMMARY/OVERVIEW OF THE POSITION: The Customer Service Specialist Lead performs a broad range of administrative, clerical, and customer service duties within the Utilities Department. Responsibilities include processing utility accounts, payments, and work orders, providing accurate account information to customers, and ensuring efficient financial and administrative operations. This position requires accuracy, attention to detail, professionalism, and the ability to work with the public, vendors, and City staff in a courteous and service-oriented manner and leads the Customer Service Specialists. This position is designated as essential personnel and will be required to work during emergency operations, including severe weather events and natural disasters. Employees must participate in emergency preparedness and response activities, and complete required NIMS (National Incident Management System) training as directed.

ESSENTIAL JOB FUNCTIONS:

- Provide courteous, professional customer service in person, by phone, and via email.
- Assist customers with establishing, changing, or discontinuing City utility services.
- Review, audit, analyze, and reconcile customer billing records; make adjustments as needed.
- Determine charges for service requests per City guidelines; collect payments and deposits in person or online.
- Perform financial transactions, including processing payments, refunds, adjustments, and reissued funds.
- Coordinate with outside agencies on utility account payments; take delinquency action on active and closed accounts.
- Resolve account disputes, collection issues, and service interruptions; escalate unresolved complaints to the Utilities Billing Supervisor.
- Use computer systems to manage customer accounts, process data changes, and coordinate with meter readers for service actions.
- Generate work orders to resolve service issues and maintain accurate records of all customer interactions.
- Apply City rules, regulations, and procedures consistently and accurately.
- May fill in as acting supervisor in the absence of the Utility Billing and Customer Service Supervisor.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of basic accounting principles, cash handling, and financial recordkeeping.

- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database-oriented software.
- Knowledge of modern office practices, procedures, and equipment.
- Ability to enter, retrieve, and edit data accurately in computerized accounting or billing systems.
- Strong conflict resolution skills and ability to handle irate or difficult customers professionally.
- Effective oral and written communication skills; ability to follow verbal and written instructions.
- Ability to work independently, maintain confidentiality, and complete assignments accurately and on time.
- Typing speed of at least 45 WPM.
- Ability to maintain a professional public image and provide a high level of customer service.
- Ability and willingness to comply with City policies, procedures, and safety rules.

PHYSICAL SKILLS:

- Frequent sitting, standing, stretching, reaching, bending, squatting, walking, and handling objects (up to 15 lbs).
- Occasional pushing, pulling, kneeling, climbing, balancing, and medium lifting/carrying (up to 30 lbs).
- Use of hands, arms, fingers, and voice for typing, talking, and operating office equipment.
- Good eyesight and hearing (corrective devices acceptable).
- Equipment used: personal computer, telephone, copier, fax, calculator, and other small office devices.

EDUCATION, TRAINING AND EXPERIENCE:

- High School Diploma or GED issued by an accredited State Board of Education.
- Minimum of three (3) years of clerical, accounting, or customer service experience required; municipal or utility experience is a plus.
- One (1) year of supervisory or lead experience, preferred.

LICENSES, CERTIFICATIONS OR REGISTRATIONS: Valid Florida Driver's License – Class E.

ADA STATEMENT: *A qualified employee or applicant with a disability may be afforded a reasonable accommodation to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.*

DRUG-FREE WORKPLACE: *City of Brooksville is a drug-free workplace in accordance with Federal and Florida law.*

VETERANS' PREFERENCE: *Under Section 295.07, F.S., Chapter SSA-7, City of Brooksville provides to Veterans, that preference in appointment will be given to preference-eligible applicants.*

HR INFORMATION

REVISION DATE: 10/2025

FLSA STATUS: Non-Exempt

PAY GRADE: See current pay scale