



## Hernando County, Florida BOCC Customer Care Specialist

<b>SALARY</b>	\$14.80 - \$23.97 Hourly	<b>LOCATION</b>	Brooksville, FL
<b>JOB TYPE</b>	Full-Time	<b>JOB NUMBER</b>	13996
<b>DEPARTMENT</b>	Development Services	<b>DIVISION</b>	Building Division
<b>OPENING DATE</b>	05/30/2023	<b>CLOSING DATE</b>	6/5/2023 11:59 PM Eastern
<b>FLSA</b>	Non-Exempt	<b>BARGAINING UNIT</b>	TEAM

### Description

Responsible for delivering efficient and exceptional customer service and creating a welcoming atmosphere for all customers. Performs a wide variety of clerical and administrative tasks. Requires knowledge of permitting and department procedures.

### Examples of Duties

- Provides assistance and direction to walk-in customers and performs all customer service-related duties.
- Assist customers by telephone, returns voicemails, and responds to emails.
- Research customer requests and provides information and status of permits and refers customers appropriate department.
- Prepares letters and other correspondence.
- Mails permit reminder letters to homeowners and contractors.
- Schedule's customer appointments with appropriate staff.
- Inputs and interprets various data using department program.
- Restocks applications, forms, and brochures in lobby.
- Intakes mail deliveries and distributes to appropriate personnel.
- Prepares reports and assists in special projects as requested.
- Maintains files, scans documents and other information.
- Follows up with departments and customers regarding open permits.
- Provides online and over the phone assistance to customers.
- Schedule's inspections and provides inspections results to customers.
- Emails approved permit documents to customers submitted though the online system.
- Reviews and updates contractor insurance liability and workers compensation information and scans into computer system.

### Typical Qualifications

Education	High School diploma or equivalent (GED).
Experience	Two (2) years experience in duties involving frequent public contact and secretarial work. A college degree may be substituted on a year for year basis for the

	required experience. County or municipal experience preferred.
Skills	Knowledgeable in Outlook, Word, Excel, and various other software programs.
Licenses, Certifications or Registrations	Must possess and maintain a valid Florida Driver's License and be insurable by current insurance carrier.  Must possess or be able to obtain within 90 days of employment, certification in NIMS/Incident Command Courses IS100PWb, IS200, and IS700.

## Supplemental Information

Pay Grade: 209

## Benefits

Join our team!

Our benefits are designed to enhance your work and life balance, as well as the community we serve.

Hernando County offers a comprehensive benefits package to eligible employees including health care, dental, vision, Florida Retirement System (FRS), voluntary deferred compensation plans, flexible spending accounts, life insurance, long-term disability, holidays, and paid time off plans.

To learn more details, visit our benefits page: <https://www.hernandocounty.us/departments/departments-f-m/human-resources/benefits>

### Agency

Hernando County, Florida BOCC

### Address

15470 Flight Path Drive

Brooksville, Florida, 34604

### Phone

(352) 754-4817  
3527544013

### Website

<https://www.hernandocounty.us/home>

## Customer Care Specialist Supplemental Questionnaire

### \*QUESTION 1

What is your highest level of education?

- High School Diploma or GED
- Associates
- Bachelors Degree
- Masters Degree
- Doctorate
- Technical School

**\*QUESTION 2**

**Do you have 2 years of experience in duties involving frequent public contact and clerical or administrative tasks?**

- Yes  
 No

**\*QUESTION 3**

**Which of the following describes your highest level of Microsoft office (Microsoft word, Excel, Powerpoint) proficiency?**

- I do not have enough skills to meet the definition of Basic level below.  
 Basic  
 Intermediate  
 Advanced

**\*QUESTION 4**

**Do you have the ability to create and maintain digital filing system and prepare and maintain reports?**

- Yes  
 No

**\*QUESTION 5**

**Do you have knowledge of Hernando County and ability to read maps, conveying information from the permitting system, licensing system or other agency websites to the field investigator in the field via phone?**

- Yes  
 No

**\*QUESTION 6**

**Do you have the ability to interact courteously and efficiently with the public and other representatives, responding to various citizen situations, as well as irate citizens, making sure issues are resolved satisfactorily?**

- Yes  
 No

\* Required Question