

Board of County Commissioners
HUMAN RESOURCES DEPARTMENT
Hernando County, Florida

HR Mission Statement

To serve as a source of information and expertise that provides quality customer service for employees and their ever-changing needs. The Human Resources Department accomplishes this by providing support, guidance, and mutual respect to all employees.

EMPLOYMENT OPPORTUNITY

Position:	Customer Care Specialist (2 Positions)	Date Issued:	10/05/20
Job Number:	13400	Date Closed:	11/01/20
Department:	HCUD Customer Service	Salary Minimum:	\$14.37
Division:	HCUD	Salary Mid-point:	\$18.82

Description:

This position is responsible for handling all customer service duties relating to new or existing Utility accounts, service requests, securing deposits and service fees, submitting work orders, processing payments, establishing payment extensions per policy, handling delinquent accounts, and other customer service related functions on a daily and/or follow-up basis by providing either face-to-face customer care and/or answering inbound calls.

Requirements:

High School Diploma or equivalent (GED). Three (3) years' experience in customer service with two (2) years' experience in a general office setting and use of computers. Knowledge of basic Spanish a plus. Must possess and maintain a valid Florida driver's license and be insurable by current insurance carrier.

How to Apply:

COMPLETE THE BOARD OF COUNTY COMMISSIONERS ON-LINE EMPLOYMENT APPLICATION LOCATED AT WWW.HERNANDOCOUNTY.US/HR.

To apply for this position, please submit a cover letter, resume, employment application, and salary requirements.