

**ISSUED: 5-22-23**

**CLOSES: 6-2-23**

Position: **CUSTOMER SERVICE SPECIALIST I**  
Salary: \$17.49 Per Hour  
Department: Water Utilities/Customer Service  
Location: 2976 State Road 15, Belle Glade  
Hours: 8:30 A.M. to 5:30 P.M., Monday – Friday; may be required to work overtime.  
Other: Ability to lift 30 pounds preferred.

Assists customers in person and over the telephone with opening and closing accounts; processes payments; responds to inquiries regarding billing, deposits, transfers and delinquent account turn-off of meters; updates customer accounts. Receives a high volume of telephone calls daily. Responsible for reconciling cash/check receipts at closing.

The Palm Beach County Board of County Commissioners provides an excellent benefits package, including medical, dental and life insurance as well as vacation and sick leave, paid parental leave, tuition reimbursement and participation in the Florida Retirement System.

**QUALIFICATIONS:**

**Graduation from high school or an equivalent recognized certification; minimum of two (2) years of experience in customer service work involving public contact.**

**PREFERENCE FOR EXPERIENCE:** Working in a call center, utilities or other high volume customer service environment; receiving a high volume of calls (**must specify the number of calls per day on application**). Also desirable: Bilingual (Spanish/ Creole).

Visit [www.pbcgov.jobs](http://www.pbcgov.jobs) for job description and to apply online. May upload any Veteran's Preference documentation to online application (No e-mail applications/resumes accepted). **Online Applications are accepted no later than 5:00 p.m. on June 2, 2023. EO/AA M/F/D/V, Drug Free Work Place; All employees of Palm Beach County may be required to work before, during and/or after a natural or man-made disaster or hurricane.**