

Job Posting Preview

Requisition ID: 36000830-51187037-20100223171633

Agency: LOT - Lottery

Working Title: CUSTOMER SERVICE REPRESENTATIVE

Broadband Class Level: CUSTOMER SERVICE REPRESENTATIVE

Position Number: 36000830

Pay Grade/Pay Band: 31014

Job Classification: Lottery Exempt

Activation Date: 07/22/2010

Broadband/Class Code: 313817

Closing Date: 08/05/2010

Location: Tallahassee

County: Leon County

Annual Salary Range: \$27,250.20 - \$46,527.72

Announcement Type: Open Competitive

Facility:

Category: Customer and Personal Service

Synopsis: LOT - CUSTOMER SERVICE REPRESENTATIVE - TALLAHASSEE - LEON COUNTY

ALL APPLICANTS SHOULD COMPLETE THE ON-LINE APPLICATION PROCESS. IF ASSISTANCE IS NEEDED TO APPLY FOR THIS POSITION, OR IF YOU REQUIRE AN ACCOMODATION BECAUSE OF A DISABILITY IN ORDER TO PARTICIPATE IN THE APPLICATION PROCESS, PLEASE CALL THE PEOPLE FIRST SERVICE CENTER AT 1-877-562-7287. IF YOU ARE UNABLE TO COMPLETE THE ON-LINE APPLICATION PROCESS, A STATE OF FLORIDA EMPLOYMENT APPLICATION MAY BE FAXED TO 904-636-2627. IF AN APPLICATION IS FAXED, YOU MUST CALL THE PEOPLE FIRST SERVICE CENTER TO RESPOND TO THE QUALIFYING QUESTIONS BEFORE THE POSITION ADVERTISEMENT CLOSING DATE. RESPONSES TO THE QUALIFYING QUESTIONS ARE REQUIRED TO BE CONSIDERED FOR THIS POSITION. ANSWERS TO THE QUALIFYING QUESTIONS MUST BE VERIFIABLE BASED ON YOUR SUBMITTED APPLICATION.

THE STATE OF FLORIDA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER. PURSUANT TO CHAPTER 295 FLORIDA STATUTES, VETERANS AND SPOUSES OF VETERANS MAY RECEIVE PREFERENCE IN EMPLOYMENT AND ARE ENCOURAGED TO APPLY.

WE HIRE ONLY U.S. CITIZENS AND LAWFULLY AUTHORIZED ALIEN WORKERS

****Position requires applicants to be bilingual with a demonstrated ability to read, write, and speak English and Spanish**

General Description

Customer Service Representatives interact with customers (players and the general public) in response to inquiries about Florida Lottery products, services and marketing. Customer Service Representatives build quality customer relationships by handling and resolving – in “real time” – customer complaints, assisting customers with solutions, and keeping internal stakeholders informed of public perceptions regarding the Florida Lottery. Customer Service Representatives are responsible for answering a high volume of daily inbound and outbound calls and e-mails on a variety of topics. Work hours are from 8:00 a.m. to 5:00p.m. Monday through Friday.

Examples of Work Performed (Note: The omission of specific statements does not prevent management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

- Responds to customer requests and questions regarding service, products and other related information
- Possess and maintain strong knowledge and understanding of Florida Lottery products, the Lottery’s role in raising funds to support public education in Florida, and making marketing pitches of products and special promotions

- Promotes additional sales of products and services related to inquiries received from customers
- Keeps all literature and technical information current and accessible as it relates to products and services offered
- Follow up with customers to ensure they are kept informed of the status of their inquiry
- As required, produce reports summarizing activities, including tracking all calls and e-mails through a daily log report

Knowledge and Experience Required (Note: Additional knowledge, skills, and abilities may be applicable for individual positions.)

- Demonstrated strong interpersonal, problem-solving and communication skills
- Ability to respond to customers tactfully and courteously
- Ability to communicate clearly and effectively, both verbally and written and project a positive attitude, enthusiasm, and willingness to learn
- Ability to navigate an Internet site
- Detail oriented, with the ability to recognize, diagnose and resolve issues
- Ability to quickly learn new concepts and procedures
- Ability to work independently while managing multiple tasks and deadlines, and knowledge of how to prioritize them
- Proficient on Microsoft Office, primarily Word and Outlook, and internet navigation
- Enjoy speaking on the phone, good vocabulary, grammar and elocution
- Reliability, professional appearance and positive attitude
- Ability to learn quickly, attention to detail, and ability to manage multiple priorities
- Ability to speak and write Spanish fluently.

Minimum Qualifications

A high school diploma or its equivalent (an Associate of Arts (A.A.) is a plus), and One (1) – three (3) years customer service experience (call center experience is a plus).

College course work from an accredited college or university in Communications, Public Relations, Marketing, or Sales may be substituted for the required work experience at the rate of thirty (30) semester or forty five (45) quarter hours on a year for year basis.