CUSTOMER SERVICE REPRESENTATIVE

Definition:

Under varying levels of supervision, performs a wide variety of responsible clerical, account related and public contact work involved with the billing and maintenance of City accounts, the issuance of business permits and the processing of payments for City services; and performs related work as required.

Class Titles

Customer Service Representative Senior Customer Service Representative

Essential Duties and Responsibilities:

The essential duties and responsibilities of the series include the following:

Takes on and off orders for City services by telephone, correspondence and in person at a public counter.

Arranges for the rental of appropriate City facilities and maintains waiting lists as needed.

Processes incoming payments, accepts cash and checks and counts funds received against cash register amounts.

Provides information on City services and the City in general to the public, answers customer questions and resolves concerns/complaints in person, by telephone or in writing.

Explains and interprets rules, regulations and ordinances.

Prepares and mails bills/statements for City services and compiles and prepares periodic activity and usage reports.

Contacts delinquent customers to make arrangements for payment or discontinuance of service.

Maintains account ledgers and assembles information regarding delinquent accounts for possible legal action.

Sorts bills and checks and computes totals and checks amounts received against billings.

Applies proper code provisions and determines the prescribed amount of required fees.

Prepares summary sheets of payments received and maintains associated ledgers.

Issues business permits/licenses and maintains records and files of transactions, issuance and renewal dates.

Accepts, reviews and processes applications for business permits and other services.

Refers applicants to appropriate agencies and departments for other necessary payments, clearances, inspections and approvals and reviews records of other agencies as needed.

Performs a variety of specialized clerical duties and other tasks related to the function of the office or department to which assigned.

Operates a personal computer and applicable software to enter and compile data and produce statistical reports and correspondence.

Opens, stamps and routes mail.

Operates a variety of office machines and equipment.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

May lift and carry boxes of files and other items weighing 30 pounds or less.

Distinguishing Characteristics:

Both levels in the series perform the full range of clerical, account related and public contact duties throughout the City in various departments. Positions allocated to the Senior level work under general supervision and have the additional responsibility of training and coordinating the work of a limited number of other employees and/or personally perform the more difficult, technical and sensitive customer service related duties.

Contacts and Relationships:

Both levels in the series have continuing and substantial interaction with the citizens/utility customers at a public counter under a variety of circumstances and have additional contact with staff in other City Departments.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this series are as follows:

Customer Service Representative

Knowledge of:

English usage, spelling and grammar.

Basic business math.

Computer applications as they relate to area assigned.

General office practices and procedures.

Basic methods and practices of financial, statistical and general recordkeeping and filing.

Receptionist and telephone techniques.

Ability to:

Perform a wide variety of customer service, clerical and account clerical work.

Make accurate mathematical calculations.

Maintain computerized and manual files and records.

Communicate effectively orally.

Understand and carry out oral and written directions independently.

Operate a computer terminal, personal computer and use applicable software.

Establish and maintain effective relationships with those contacted in the course of work.

Meet the public with courtesy and tact.

Assemble data and prepare reports.

Read and write at the level required for successful job performance.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Two years of general clerical experience involving public contact work to include some money handling experience.

Senior Customer Service Representative

Knowledge of:

Those items listed under "Knowledge of" for Customer Service Representative and:

Basic principles of supervision and training.

Letter and report writing.

Ability to:

Perform those items listed under "Ability to" for the Customer Service Representative and:

Train Customer Service Representatives and related classes.

Perform the more difficult and technical customer service duties with little or no supervision.

Coordinate, direct and organize the work of others.

Apply rules, regulations and policies applicable to the office, work area or department to which assigned.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Two years of increasingly responsible clerical experience at the Customer Service Representative level.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office and/or public/front counter environment and requires sitting and/or standing for prolonged periods of time and using a computer keyboard and screen. Incumbents deal face to face with the public in situations which can be stressful. An incumbent stands, walks, and may twist, reach, bend, crouch. An incumbent may also grasp, push, pull, drag and lift boxes of files and other office items weighing 30 pounds or less. An incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Type at a speed required for successful job performance.

Must be able to work a flexible schedule to accommodate City needs.

Other:

For some positions, bilingual ability is preferred or required.

For some positions, the ability to use a 10 key adding machine by touch is preferred.

Fair Labor Standards Act Designation: Non-exempt.

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