



APRIL 2016
FLSA: NON-EXEMPT

SENIOR CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under general supervision, provides work direction and review to customer service representatives; sets priorities and directs the work of assigned staff on a project or day-to-day basis; performs routine to complex work in the areas of customer support and billing; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Controller. Exercises technical and functional direction over and provides training to assigned staff.

CLASS CHARACTERISTICS

This is the advanced journey, lead-level class within the customer service representative series. Incumbents are expected to perform the most complex customer service and billing duties and are required to work independently and use sound judgment. The work requires application and interpretation of policies, procedures, and regulations and involves frequent contact with the public. This class is distinguished from Customer Service Representative II in that it has responsibility for technical and functional supervision of assigned staff and is capable of performing the most complex duties assigned of the division.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Provides technical and functional direction to assigned staff; reviews and controls quality of work; provides input on employee evaluations; participates in performing complex customer support and billing functions.
- Plans, schedules, prioritize and assigns customer service work in consultation with assigned supervisor.
- Responds to the most complex customer inquiries and complaints in person, by telephone, or by email and provides information; provides for the resolution of unusual billing and customer cost situations by conducting appropriate research; and represents the District to callers and visitors in a professional and customer friendly manner.
- Oversees daily cashiering function; receives and maintains records of cash; computes and records daily receipts; prepares daily deposits; and transfers electronic payments.
- Operates computer billing systems; edits, prepares, and sends bills; maintains and reconciles a variety of customer billing records as directed; estimates proper billing amounts and makes appropriate adjustments ensuring proper billing codes.
- Prepares bimonthly and final domestic water billings; reviews bills for accuracy and consistency; authorizes and prepares all adjustments due to billing errors and misreads, and prepares bills for mailing.

- Trains new and existing staff in new processes or procedures and new skills necessary for the function of customer service.
- Prepares schedule for meter reading, billing, and collection activities.
- Reviews meter read reports, identifies high/low meter reads, and recommends meter rereads as necessary.
- Processes liens to customer accounts and calculates account adjustments when customers file for bankruptcy.
- Performs project research; assists in the preparation of special reports, and correspondence related to customer billing.
- Generates and prepares a variety of statistical, monthly, quarterly and annual reports on activities and operations in the assigned area.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Practices and procedures related to accounting, billing, collections, and the maintenance of customer accounts.
- The District's customer accounting and billing system.
- Codes, regulations, policies, and procedures related to the customer service department.
- Characteristics of the District's customer base, including typical causes for high consumption.
- Various District programs and eligibility requirements.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Record keeping principles and procedures.
- Standard office support practices and procedures, including the use of standard office equipment.
- Computer applications and systems related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service to public and District staff, in person and over the telephone.

Ability to:

- Plan, schedule, assign, and oversee activities of customer service representatives.
- Inspect the work of others and maintain established quality control standards.
- Deal tactfully with the public and others in providing information, answering questions, and providing customer service.
- Review and assess account information and usage data, and reach sound conclusions and recommendations for billing actions.
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Compose correspondence independently or from brief instructions.
- Balance cash receipts and maintain accurate financial records.
- Make accurate arithmetic, financial, and statistical computations.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Interpret and implement policies, procedures, and technical processes.
- Maintain detailed and accurate records.

- Maintain sensitive and confidential customer and employee information.
- Organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Use tact, initiative, prudence, and judgment within well-defined policy and procedural guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Equivalent to the completion of the twelfth (12th) grade, supplemented by college coursework in accounting, and three (3) years of increasingly responsible experience in utility billing, general accounts receivable, and/or performing customer support work at a level comparable to a Customer Service Representative II with the District.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 10 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.