



FEBRUARY 2017
FLSA: NON-EXEMPT

CUSTOMER SERVICE REPRESENTATIVE I/II

DEFINITION

Under immediate (I) or general (II) supervision, performs a variety of responsible customer support and billing duties related to the establishment and maintenance of customer accounts; provides direct customer service associated with utility payments, requests for service, responds to complaints and provides information; and performs related duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives immediate (I) or general (II) supervision from Customer Service Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

Customer Service Representative I: This is the entry-level class within the customer service representative classification series. The principal function of this class is to provide basic administrative support and customer service within the District. Initially under close supervision, incumbents of this class perform a variety of routine reception, billing and customer service work that does not require previous specialized experience. Positions at this level usually perform most of the duties required of the positions at the II level, but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Customer Service Representative II: This is the journey-level class within the customer service representative series. Incumbents are expected to perform the full range of customer service 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. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This position also provides instructional support to less experienced staff on an as-needed basis. This class is distinguished from the Senior Customer Service Representative in that the latter is responsible for technical and functional supervision of less experienced staff and is capable of performing the most complex duties assigned to the division.

Positions in the Customer Service Representative class series are flexibly staffed and positions at the II level are normally filled by advancement from the I level; progression to the II level is subject to management approval and is dependent on the incumbent (i) performing the full range of duties assigned to the II level, and (ii) acquiring the knowledge, skill, and experience necessary to meet the minimum qualifications for the II level of the series.

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.

Positions assigned to the entry (I) level of the series may perform some tasks in a learning capacity.

- Responds to customer inquiries and complaints in person or by telephone and provides information regarding water consumption, billing, special programs, offers, and incentives; provides for the resolution of unusual billing and customer cost situations by conducting appropriate research; provides assistance to the front counter; and represents the District to callers and visitors in a professional and customer friendly manner.
- Interprets policies and procedures and explains service fees, rates, and procedures to customers; may waive fees with supervisory approval.
- Receives and processes service requests and transfer orders, sets up new accounts, determines and collects necessary charges; resolves issues and problems regarding the processing of orders and delinquent accounts; generates shut-off list.
- Receives and processes payments; inputs data; operates the cash register; computes change and issue receipts.
- Assists in processing billing statements for utility customers; prepares for mailing.
- Operates standard office equipment, including job-related computer hardware and software applications, facsimile equipment and multi-line telephones; and operates a two-way radio.
- Maintains a variety of files, logs, and records; ensures information is current and accurate; researches and retrieves files as necessary.
- Drafts and types correspondence, reports, forms, invitations, graphic materials, and specialized documents; and proofs materials for accuracy, completeness, compliance with District policies, format and English usage, including grammar, punctuation, and spelling.
- 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

Some knowledge, skills and abilities may be at a learning capacity by positions at the entry (I) level:

Knowledge of:

- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Codes, regulations, policies, and procedures related to the customer service department.
- Policies and procedures for billing, collections, and credit.
- Characteristics of the District's customer base, including typical causes for high consumption.
- Various District programs and eligibility requirements.
- Techniques used in dealing with and processing delinquent accounts.
- 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:

- Deal tactfully with the public and others in providing information, answering questions, and providing customer service.
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Compose routine 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.
- Maintain detailed and accurate records.
- 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

Customer Service Representative I/II: Equivalent to the completion of the twelfth (12th) grade.

Customer Service Representative I: One (1) year of customer service experience desired.

Customer Service Representative II: Two (2) years of increasingly responsible customer service experience.

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 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.