

Title: Customer Service Representative II
PG: 29
Status: Civil Service
Position Reports to: Customer Service Coordinator
Department: Various

Class Code: 6025
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This position provides front line assistance to internal, external, residential and commercial utility customers. This is responsible work involving considerable contact with the public, by telephone and in person, and includes associated clerical work, monitoring accounts for billing accuracy and dealing with debt collection issues. Duties include processing transactions in an on-line Customer Information Billing System, creating work orders, account updates, changes or corrections. Duties are performed in the course of responding to customer requests for service, questions, complaints and concerns, or responding to internally generated reports and requests for change to maintain account integrity and accuracy. Responsibilities include exercising sound judgment in interpreting customer requests, complaints and financial difficulties.

ESSENTIAL FUNCTIONS:

1. Assists customers with any reasonable request for utility service.
2. Accurately and efficiently obtains and enters customer information.
3. Performs advanced research of customer information and identification, including credit inquiry, using manual and computerized information systems.
4. Responds to and resolves customer concerns.
5. Deals with difficult customers and peers in a positive manner.
6. Evaluates customer's financial situation and exercises good judgment to help get the customer out of debt while maintaining utility service and customer dignity.
7. Matches customer requests with standard utility services.
8. Correctly applies policies and procedures pertaining to Customer Service operations.
9. Clearly explains utility bills and rates to customers.
10. Checks, analyzes, tests for accuracy, and adjusts customer billings as required; prepare orders for tests or rereads.
11. Works well with others.

ADDITIONAL RESPONSIBILITIES:

1. Serves on and facilitates process improvement committees and teams as needed.
2. Serves as back up to Customer Service Coordinator.
3. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of City ordinances, policies and procedures affecting Customer Service operations, rates and charges.
2. Skill in working with on-line Customer Information Billing Systems.
3. Skill in listening and comprehending when working with customers, peers and supervisors.
4. Ability to accurately remember strings of numbers and addresses.
5. Ability to make and verify computations with a speed of 40 words per minute and an accuracy rate of 98%.
6. Ability to use good interpersonal skills through written communication and oral communication, on the telephone or in person.
7. Ability to enjoy working with customers on a daily basis and remain composed with those who are irate or difficult.
8. Ability to promptly and effectively complete tasks.
9. Ability to effectively supervise and coach other employees.
10. Ability to function productively in a "continuous process improvement" and "team" environment.
11. Ability to maintain professional courtesy with internal and external customers and co-workers.

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12. Ability to prioritize and organize duties and responsibilities.
13. Ability to effectively manage work schedules.
14. Ability to remain flexible, positive and productive in a changing environment.

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risks exposure to dust, pollen, and bright/dim light.
The job requires normal visual acuity, and field of vision, hearing, speaking, manual dexterity, color perception, sense of smell, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. High school diploma or its equivalent.
2. Three (3) years of experience in public contact work in the areas of sales or Customer Service, of which two (2) years are in a progressively responsible position in a utility customer service environment.
3. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.