

**Title:** Customer Service Representative I  
**PG:** 24  
**Status:** Civil Service  
**Position Reports to:** Designated Supervisor  
**Department:** Various

**Class Code:** 6024  
**Date:** 09/08

**GENERAL DESCRIPTION OF CLASS:**

This is responsible work involving public contact both by telephone and in person, and clerical work in the Customer Service Division. This position provides front line assistance to internal and external residential and commercial customers. Duties include processing transactions in an on-line Customer Information Billing System, responding to complaints, preparing work orders, exercising sound judgment in customer finances and other related customer transactions.

**ESSENTIAL FUNCTIONS:**

1. Assists customers with their needs.
2. Accurately and efficiently obtains and enters customer information.
3. Researches customer information and identification using an on-line customer information system.
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. Correctly applies policies and procedures pertaining to Customer Service operations.
8. Clearly explains utility bills to customers.
9. Works well with others.

**ADDITIONAL RESPONSIBILITIES:**

1. Serves on process improvement committees and teams as needed.
2. Performs related work as required.

**KNOWLEDGE, SKILLS & ABILITIES:**

1. Skill in listening and comprehending when working with customers, peers and supervisors.
2. Skill in working with on-line customer information and billing system; as well as spreadsheet and word-processing applications.
3. Ability to type with 98% accuracy at a rate of 40 words per minute.
4. Ability to remember strings of numbers and addresses.
5. Ability to learn City ordinances, policies and procedures affecting Customer Service operations, rates and charges.
6. Ability to use good interpersonal skills through written and oral communication with peers, supervisors and customers.
7. Ability to promptly and effectively complete tasks.
8. Ability to enjoy working with customers on a daily basis and remain composed with those who are irate or difficult.
9. Ability to function in a team situation.
10. Ability to function productively in a continuous process improvement environment.
11. Ability to establish and maintain effective working relationships with supervisors, co-workers, other City employees and the general public.
12. Skill in the use of personal computers, and standard office equipment.

**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, routine keyboard operations.  
The job risks exposure to no significant environmental hazards.

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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. One (1) year of experience in public contact work in the areas of sales or customer service.
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.