JOB DESCRIPTION

Title Description: CUSTOMER SERVICE REPRESENTATIVE I
Title Code: 3052
FLSA Exemption Status: Non-Exempt
Creation Date: 12/01/1994
Approved by: /s/
Approved Date: March 24, 2016
EO Reviewed Date: March 24, 2016

SUMMARY
This is skilled and responsible work assisting utilities’ customers in processing payments, deposits, permits and other planning and accessing services.

Positions allocated to this classification report to a designated supervisor and work under limited supervision. Work in this class is distinguished from other classes by its emphasis on entry level skilled customer service work in a multiple utility service environment.

EXAMPLES OF WORK*
*This section of the job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job. Performance of lower level duties may be required.

ESSENTIAL JOB FUNCTIONS
Depending on the area of assignment:

Processes utility payments, deposits, permits and services.
Handles delinquent accounts and resolves customer account disputes.
Maintains customer accounts.
Secures cash, daily work, safe and vault at the end of work day.
Serves as primary contact to answer, screen, research, inform, advise, record, process, and follow-up all customer requests efficiently and expeditiously as received by phone, mail or personally from citizens, elected officials, agencies, City employees, and clients.
Identifies and addresses commercial and residential customer service problems.
Prepares reports pertinent to customer needs.
Accurately and efficiently obtains and enters customer service information into a customer information system.
Provides consultation, conflict resolution, and referrals within area of expertise.
Coordinate services provided by outside vendors, and monitors vendor performance.
Prepares reports upon request.
Establishes and maintains customer service records, creates on/off work orders and coordinates with field personnel to ensure timely completion of expected service.
Attends work on a continuous and regular basis.

**NON-ESSENTIAL JOB FUNCTIONS**
Performs other related duties as assigned.

**QUALIFICATIONS**
To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. Below are the required education, experience, knowledge, skills and abilities to perform the essential functions.

**EDUCATION AND EXPERIENCE**
Graduation from high school or possession of an acceptable equivalency diploma and two (2) years of experience in public contact, customer service relations, retail, banking, call centers, or utilities (consistent with the needs of the hiring department); or
An Associate degree or higher from an accredited college or university with major course work in business administration, public administration, public relations, or related field

**CERTIFICATIONS OR LICENSES**
Licenses
None.

Certifications
None.

**KNOWLEDGE, SKILLS AND ABILITIES**
*Depending on the area of assignment:*
Basic knowledge of office practices and procedures, business English, spelling, and commercial arithmetic.
Basic knowledge of or ability to learn utilities billing and records policies and procedures.
Knowledge of computers and relevant software.
Skill in use of computer terminals, printers, calculators, 10-key adding machines, scanners and imaging equipment.
Ability to prepare, file, track, monitor, and retrieve customer service records.
Ability to prepare and maintain records and reports.
Ability to effectively manage flexible work schedules.
Ability and willingness to remain flexible, positive, and productive in a changing environment.
Ability to work under pressure and maintain high level of accuracy.
Ability and willingness to work with customers on a daily basis and remain composed in stressful encounters.
Ability to use good interpersonal skills through written communications and through oral communications on the telephone and in person.

Ability to work effectively with elected officials, co-workers, charter officers, department heads, representatives of other agencies, other city employees, and the general public in a team environment.

PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

To perform this job successfully, an individual must possess certain physical abilities and be able to withstand work related environmental conditions.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is often required to sit or stand for prolonged periods of time.

May on occasion require lifting, carrying, pushing, and/or pulling less than twenty (20) pounds without assistance.

WORK ENVIRONMENT

May be required to work and attend meetings outside regular business hours.