JOB DESCRIPTION

Title Description: CUSTOMER SERVICE REPRESENTATIVE II
Title Code: 3054
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 complex, skilled and responsible work assisting utilities’ customers in planning and accessing a variety of services or coordinating operational customer service activities.

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 mid-level skilled customer service and technical work in a multiple utility service environment where the focus is customer engagement.

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:

Serves as primary contact to answer, screen, research, inform, advise, record, process, and follow-up all utility customer requests efficiently and expeditiously as received by phone, mail or personally from citizens, elected officials, agencies, City employees, and clients.

Analyze income and expense information and provide solutions uniquely suited to individual customers.

Analyze customer information to determine deposit requirements.

Processes utility payments, deposits, permits and services.

Handles delinquent accounts and resolves customer account disputes.

Maintains customer accounts.

Assists in emergency storm situations for service restoration.

Correctly applies policies and procedures pertaining to Utilities Customer Service Operations.

Accurately and efficiently obtains and enters customer service information into a customer information system.

Provides customer service training to new employees.

Maintains department records.

Participates in meetings and prepares reports as requested.
Acts as liaison both internally and externally.

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 equivalently diploma and three (3) years of progressively responsible 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 from an accredited college or university with major course work in business administration, public administration, public relations, or related field; and one (1) year of experience in public contact, customer service relations, retail, banking, call centers or utilities (consistent with the needs of the hiring department); or

A Bachelor degree 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:*

Thorough knowledge of office practices and procedures, business English, spelling, and commercial arithmetic.

Basic knowledge of utility services industry, GRU and City operations, and applicable ordinances, policies, and procedures.

Basic knowledge of or ability to learn utilities billing and records policies and procedures.

Basic knowledge of new service procedures and regulations.

Basic knowledge of credit and collections procedures and regulations.

Basic knowledge of or ability to learn government services.
Working knowledge of computers and relevant software including, but not limited to, MS Word, Excel, Outlook, Internet Explorer and SAP.

Ability and willingness to work with customers on a daily basis and remain composed in stressful encounters.

Ability and willingness to remain flexible, positive, and productive in a changing environment.

Ability to use good interpersonal skills through written communications and through oral communications on the telephone and in person.

Ability to exercise independent judgment and initiative in the preparation, filing, tracking, monitoring, and retrieval of customer information.

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.

Ability to effectively manage flexible work schedules.

Ability to work under pressure and maintain high level of accuracy.

Ability to prepare and maintain complex records and reports.

**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.