

CUSTOMER SERVICE REPRESENTATIVE

Job Group: Administrative/ Clerical/Technical
Effective Date: 1/2012

Status: Non-Exempt
Revision Date:

Classification Summary:

The primary function of an employee in this class is to provide effective customer service, provide general clerical support and records maintenance, and answer phones. A Customer Service Representative must possess clerical and customer service skills; he/she acquires knowledge of department functions through on-the-job experience and becomes a department-related specialist with a good working knowledge of department policies and procedures. While a Customer Service Representative does not supervise, he/she may train others to perform similar duties.

Essential Functions:

Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

Answers incoming phone calls and greets walk-in customers, providing general Authority information to the public, specific information about Authority policies/programs and referrals to other departments or staff as needed;

Accepts applications, registrations, reservations, complaints or documents, inputs data into central computer system, processes documents or information in prescribed manner, or dispatches others to respond;

Assists customers with Authority procedures such as completing applications or registrations;

Explains department procedures/policies/programs to customers and resolves customer concerns;

Ensures documents are complete with proper signatures, stamps or other written information;

Processes and receives payments, balances cash, reviews billings, records account information and tracks changes;

Determines customers' needs through interviewing and communication exchange;

Modifies customer database or general accounts;

Researches account status for payment history; researches special issues and makes appropriate recommendations;

Negotiates payment arrangements;

Responds verbally and sometimes in writing to difficult complaint calls relating to billing policies or procedures;

Inputs, retrieves and updates customer data and account status related to utility billing accounts into a computerized billing system;

Processes utility payments, checks payment for accuracy, makes decisions regarding payment arrangements; bill adjustments, posts utility payments to correct accounts, and prepares receipts, records or other documentation of payment and account status;

Analyzes delinquent accounts and makes determination regarding appropriate action, prepares extended payment agreements, monitors payment extensions and determines if appropriate to issue an order for water shut off;

Prepares notices, door hangers and correspondence concerning shut offs and termination of services, coordinates action with field personnel;

Prepares, distributes and maintains a variety of documents, correspondence, log sheets, applications, etc.

Schedules activities and/or services; registers customers;

Maintains files, logs and other records;

Files documents into appropriate folders; reorganizes file folders as needed;

Completes special records management assignments;

Dispatches field personnel as necessary;

Provides data entry services, faxing, typing, and filing in support of Authority functions;

Performs all work duties and activities in accordance with Authority policies and procedures;

Works in a safe manner and reports unsafe activity and conditions, follows Authority safety policy and practices and adheres to responsibilities concerning safety prevention, reporting and monitoring as outlined in the Authority Safety Handbook.

Other Duties and Responsibilities:

May cross-train in one or more areas of department functions.

Knowledge, Skills and Abilities:

Knowledge of:

The operation of personal computer and various software applications for word processing, spreadsheets, etc.

Customer service procedures and techniques;

English grammar and punctuation;

Modern office practices and procedures;

Record keeping practices and procedures.

Ability to:

Evaluate and analyze customer needs to provide exceptional customer service;

Learn department functions thoroughly in order to provide general information and explain detailed department processes and procedures;

Learn and explain regulatory compliance issues related to the assigned department's function;

Maintain important records efficiently and accurately and to prepare clear and concise reports;

Research information and data and prepare reports;

Multi-task with numerous and frequent interruptions;

Perform duties accurately and efficiently under time sensitive deadlines;

Respond courteously to customer inquiries, which are sometimes controversial or adversarial;

Work well under pressure;

Operate a variety of standard office equipment, including credit card equipment

Maintain effective working relationships with other Authority employees, supervisory personnel, elected and appointed officials and the public;

Operate a personal computer and related software such as word processing, spreadsheets, etc.

Communicate effectively both orally and in writing;

Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Supervision Received:

The work is performed under the supervision of the Office Manager

Supervision Exercised:

May train others to perform similar duties.

Minimum Qualifications:

High school diploma or GED equivalency;
One (1) to two (2) years general clerical experience;
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Desired Qualifications:

Course work in writing, math or other business applications.

Previous experience in customer service position.

Work Environment:

The primary duties of this class are performed in a general office environment.

Essential Physical Abilities:

Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person;

Sufficient vision or other powers of observation, with or without reasonable accommodation, which permits the employee to review documents and file them in a prescribed order, and organize documents and materials;

Sufficient manual dexterity with or without reasonable accommodation, which permits the employee to operate a personal computer and other office equipment;

Sufficient personal mobility and physical reflexes, with or without reasonable accommodation, which permits the employee to work in an office setting and at a keyboard for an extended period of time