

LEAD CUSTOMER SERVICE REPRESENTATIVE – UTILITY SERVICES

Definition:

Under general supervision, performs a wide variety of responsible clerical, account related and public contact work involved with the cashiering function and the billing and maintenance of utility services to include the refuse and cable television franchise; directs the work of other employees performing customer services in the Utility Services Division; and performs related work as required.

Essential Duties and Responsibilities:

The essential duties and responsibilities of the class include the following:

Directs and participates in the taking of on and off orders for City services by telephone, correspondence and in person at a public counter.

Directs and participates in the processing of incoming payments, accepts cash and checks and counts funds received against cash register amounts.

Directs, schedules, trains and assists in the evaluation of assigned staff.

Observes front counter/cashiering activities for compliance with procedures.

Serves as the main contact with the City's bank regarding lock box system payments.

Provides information on City services and the City in general to the public and answers customer questions.

Resolves the majority of refuse and cable television franchise concerns/complaints in person, by telephone or in writing.

Resolves the more difficult and technical water utility customer concerns/complaints in person, by telephone or in writing.

Explains and interprets rules, regulations and ordinances.

Contacts delinquent customers to make arrangements for payment or discontinuance of service.

Maintains account ledgers and assembles information regarding delinquent accounts for possible legal action.

Prepares summary sheets of payments received and maintains associated ledgers.

Sorts bills and checks and computes totals and checks amounts received against billings.

Performs a variety of specialized duties and other tasks related to the function of the Utility Services Division.

Operates a personal computer and applicable software to enter and compile data and produce statistical reports and correspondence.

Operates a variety of office machines and equipment.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

May lift and carry boxes of files and other items weighing 30 pounds or less.

Class Characteristics:

The class of Lead Customer Service Representative – Utility Services is a single incumbent class within the Administrative Services Department. The incumbent personally performs the more difficult and sensitive customer service duties and directs assigned staff. The incumbent performs duties assigned with a minimum of direction/supervision, exercises a substantial degree of responsibility and independent judgment and solves work related problems independently.

Contacts and Relationships:

The Lead Customer Service Representative has continuing and substantial interaction with a full range of citizens/utility customers at a public counter under a variety of circumstances and has additional contact with staff in other City Departments.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

English usage, spelling and grammar.

Basic business math.

Computer applications as they related to area assigned.

General office practices and procedures.

Methods and practices of financial, statistical and general recordkeeping and filing.

Customer service and telephone techniques.

Basic principles of supervision and training.

Letter and report writing.

Ability to:

Perform a wide variety of customer service, clerical and account clerical work.

Make accurate mathematical calculations.

Maintain computerized and manual files and records.

Communicate effectively orally and in writing.

Understand and carry out oral and written directions independently.

Operate a computer terminal, personal computer and use applicable software.

Establish and maintain effective relationships with those contacted in the course of work.

Meet the public with courtesy and tact.

Assemble data and prepare reports.

Read and write at the level required for successful job performance.

Perform the more difficult and technical customer service duties with little or no supervision.

Coordinate, direct and organize the work of others and train assigned staff.

Apply rules, regulations and policies applicable to the office, work area or department to which assigned.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Graduation from high school.

AND

Experience:

Four years of increasingly responsible clerical experience to include two years of public contact work, some lead experience and some money handling experience.

Lead Customer Representative-Utility Services

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office and/or public/front counter environment and requires sitting and/or standing for prolonged periods of time and using a computer keyboard and screen. The Incumbent deals face to face with the public in situations which can be stressful and stands, walks and may twist, reach and bend. The incumbent may also grasp, push, pull, drag and lift boxes of files and other office items weighing 30 pounds or less. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

Special Requirements:

Type at a speed required for successful job performance.

Must be able to work a flexible schedule to accommodate City needs to include .

Other:

Bilingual ability is preferred.

Fair Labor Standards Act Designation: Non-exempt.

Established January 2001 – upgrade of Customer Service Specialist