



CITY OF LONG BEACH CLASSIFICATION SPECIFICATION

TITLE: CUSTOMER SERVICE REPRESENTATIVE I - III

DEFINITION: Under general supervision, performs tasks associated with the billing and collection of fees for City services.

DISTINGUISHING CHARACTERISTICS:

- Grade Level I - Performs the entry-level and/or routine duties of the classification.
- Grade Level II - Performs the journey-level duties of the classification.
- Grade Level III - Performs the complex duties of the classification and independently resolves problems related to issues not addressed in written policies and procedures.

EXAMPLES OF DUTIES:

CUSTOMER SERVICE REPRESENTATIVE I:

- Operates CRT's, typewriters, mail opening machines, and other related equipment;
- Accesses account/permit/license/citation transaction information via CRT terminal;
- Receives, opens and routes mail containing utility/City service/business license/parking citation payments;
- Receives problems of the public related to parking citations, delinquency notices and DMV file discrepancies;
- Obtains data and information from field personnel;
- Files records, documents, reports, and correspondence;
- May interact with customers and City departments by phone, mail, and in person in processing account/permit/license/citation transactions;
- Performs other duties as required.

CUSTOMER SERVICE REPRESENTATIVE II:

- Performs the duties of the Customer Service Representative I level;
- Regularly interacts with customers and/or City departments by phone, mail, or in person in finalizing account/permit/license/citation transactions;
- Operates remittance processors, money counting machines, electronic cash registers, and other related equipment;
- Enters account/permit/license/citation information via CRT terminal;
- Resolves problems of the public related to parking citations, meter rereads, delinquency notices, and DMV file discrepancies;
- Receives payments, makes change and issues receipts;
- Initiates billing for City services;
- Performs collection efforts on delinquent accounts for City services and damage to City property;
- Maintains utility meter and refuse records and accounts;
- Coordinates work orders, new service requests, and turn-on/turn-off of utilities with client departments;

CUSTOMER SERVICE REPRESENTATIVE I-III (Continued):

- Issues licenses, refunds, notices and other related documents and information;
- Performs meter rereads and solves meter access problems;
- Performs other duties as required.

CUSTOMER SERVICE REPRESENTATIVE III:

- Performs the duties of the Customer Service Representative II level;
- Interacts with customers and/or City departments in resolving problems relating to account/permit/license/citation transactions;
- Formats account/permit/license/citation transactions via CRT terminal;
- Prepares documents for recording, transmitting and accounting of all funds received;
- Maintains daily balances of revolving funds;
- Dispositions delinquent accounts for City services and damages to City property;
- Monitors, corrects and transfers customer payment information via CRT terminal to host computer;
- Initiates and carries out Small Claims Court actions;
- Coordinates scheduling, routing and data entry of meter information;
- Processes work order, new service requests, turn-on/turn-off of utilities, and follows through with customer scheduling and account transactions;
- Researches records, accounts, files, rates, and prepares appropriate correspondence and reports;
- Calculates and processes claims on bankrupt and deceased creditors;
- May operate computers and other related equipment;
- Performs other duties as required.

MINIMUM REQUIREMENTS:

Six months of recent clerical, cashiering, data entry, or customer service experience or training;

Ability to perform simple mathematics calculations;

Skill in the operation of electronic/mechanical equipment;

Ability to exercise tact, judgment and patience in assisting the public and client departments;

Ability to work shifts, weekends and overtime as required.

HISTORY:

Created 09/01/84 by consolidating Service Representative, Communication Operator and Cashier classifications; revised 10/18/89

Approval/Adoption Dates: 10/18/89 - Human Resources Department
11/01/89 - Civil Service Commission