

**TITLE:**                    **CUSTOMER SERVICE REPRESENTATIVE I - III**

**DEFINITION:**        Under general supervision, performs tasks associated with customer service, billing, collecting, call centering; and processing payments for City services, licenses, permits, and parking citations.

**DISTINGUISHING CHARACTERISTICS:**

Grade Level I - Performs the entry-level and/or routine duties of the classification. The Customer Service Representative I level is distinguished from Customer Service Representative II level by the performance of less than the full range of duties of Customer Service Representative II level.

Grade Level II - Performs the journey-level duties of the classification. The Customer Service Representative II level is distinguished from Customer Service Representative I level in that the assignment of full range of duties with familiarity of operating procedures and policies within work unit.

Grade Level III - Performs the advanced journey-level in the series and is distinguished from Customer Service Representative II level in that employees at this level III will perform the full range of duties and perform more difficult and complex assignments. The Customer Service Representative III independently resolves problems related to issues not addressed in written policies and procedures.

**EXAMPLES OF DUTIES:**

**CUSTOMER SERVICE REPRESENTATIVE I:**

- Accesses account, permit, license, and citation transaction information via computer;
- Utilizes various software applications and/or web-based programs;
- Receives, opens and routes mail containing correspondence and/or payments;
- Obtains data and information from field personnel;
- Files records, documents, reports, and correspondence;
- May interact with customers and City departments by phone, mail, email, and in-person;

**CUSTOMER SERVICE REPRESENTATIVE II:**

- In addition to essential duties, performs the duties of the Customer Service Representative grade level I;

- Regularly interacts with customers and/or City departments by phone, mail, email, or in- person;
- Operates remittance processors, money counting machines, electronic cash registers, phone, billing system, and other related equipment;
- Creates and enters customer account information in relation to permit/license/citation information via a computer;
- Resolves problems of the public related to parking citations, meter rereads, delinquency notices, and billing notices;
- 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;
- Issues licenses, refunds, notices and other related documents and information;
- Processes discount program applications;

**CUSTOMER SERVICE REPRESENTATIVE III:**

- In addition to the essential duties, performs the duties of the Customer Service Representative grade level I and II;
- Interacts with customers and/or City departments in resolving problems relating to utilities, permit, license, citation transactions, and billing notices;
- 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 a computer in host billing system;
- Initiates and carries out small claims court actions;
- Performs bill adjustments and corrections;
- 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 payment plans;
- Troubleshoots and reports system issues;
- Assists with training and testing of system upgrades and changes;
- Performs other related duties as required.

**MINIMUM QUALIFICATIONS:**

- One (1) or more years of full-time, paid experience performing customer service, clerical, cashiering, meter reading, data entry, billing and/or collections related duties.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of effective customer techniques;
- Knowledge of basic arithmetic;
- Skill in organizing work assignments, setting priorities, and meeting deadlines;
- Skill in using tact, discretion, initiative and use good judgment to make sound recommendations within established guidelines;
- Ability to establish and maintain working relationships with supervisors, employees, contractors, other City departments and members of the public;
- Ability to communicate clearly, tactfully, and effectively orally and in writing to resolve complaints;
- Ability to handle large volume of public contact and telephone calls;
- Ability to perform accurate mathematical calculations;
- Ability to multi-task in a fast-paced work environment;
- Ability to effectively manage large number of inbound and outbound calls in a timely manner;
- Ability to problem solve and be detail oriented;
- Ability to produce accurate work products;
- Ability to exercise tact, good judgment, and patience in assisting the public and client departments;
- Ability to research information and present information to City employees, contractors, and members of the public in relation to fees, billing and/or collections;
- Ability to prepare, clear, accurate and concise records and reports;
- Ability to utilize Microsoft Office software.

A valid motor operator's license, or the ability to arrange necessary and timely transportation for field travel, may be required for some assignments.

Willingness to work an irregular schedule, including nights, graveyard shifts, weekends, and holidays.

**HISTORY:**

Created 09/01/84 by consolidating Service Representative, Communication Operator and Cashier classifications.

Revised: 10/18/1989

Civil Service Approval/Adoption Date: 02/02/2022