

CUSTOMER SERVICE REPRESENTATIVE

General Statement of Duties

Performs responsible administrative support and fiscal work in support of the utility customer service and customer accounts functions and general Authority customer services.

Distinguishing Features of the Class

An employee in this class is responsible for providing reception, customer service, administrative support, and accounts receivable work. Work involves providing information on service inquiries, requests for services, and problem matters with utilities. Work includes processing initial information for providing services; researching and providing information on customer accounts, bills, and usage; and assuring that feedback is given to the customer in a timely and professional manner.

Work involves heavy public contact functions and coordination with field and other staff and departments within the Authority's organizational structure. Significant tact and diplomacy in working with customers are required in the work. Work includes contacts in person and by telephone and follows established policies and procedures. Unusual or difficult situations are referred to higher levels. Work is performed under regular supervision and is evaluated through observation, review of records and reports, and feedback from customers served.

Duties and Responsibilities

Essential Duties and Tasks

- Collects and processes revenue from utility customers and other Authority revenue sources on a daily basis; works with customers in person, by phone and takes and enters payments by mail and drop box.
- Reconciles daily cash receipts with data entry; prepares various logs and reports as needed; meets with customers to set up new accounts or make changes; takes deposits; processes customer requests and generates work orders for new services, transfers, upgrades, and disconnections; makes payment agreements with customers following established policy.
- Answers inquiries and questions in person and by phone about services, due dates, accounts, bills, payments, credit, extensions, and other areas for customers.
- Enters customer information into the data base and prints out application or service work orders; schedules customer service meetings for field staff; assists customers with updating information in their files such as telephone number, addresses, name changes, and other identifying information.
- Checks on work orders, researches problems with accounts, and calls customers back on results and status.
- Negotiates payment terms and establishes payment plans with customers; involves higher authorities when necessary.
- Assists field staff with information needs various administrative tasks in person, by phone and by radio.
- Researches customer accounts for re-connections; tracks customers from one address to another and makes notations in account based on account history.
- Balances daily collections to data base.
- Operates a variety of office technology and equipment; operates radio or telephone to communicate with field staff.

Additional Job Duties

Cross trains with and backs up other department staff.
Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Knowledge of the Authority's utility customer service policies, procedures, and processes of the Authority in handling customer services issues and concerns.
- Knowledge of the Authority services available and the deposits, fees, and processes required.
- Working knowledge of standard operating practices involved in modern office operation and serving the public.
- Working knowledge of the application of information technology to the work and application to collections and account maintenance.
- Working knowledge and understanding of the various utility and water rates and schedules.
- Some knowledge of paraprofessional accounting principles and practices.
- Skill in collaborative conflict resolution and customer service excellence.
- Ability to explain rules and regulations concerning applications and charges for utilities and water services.
- Ability to process and complete necessary records, reports, and other paper work to provide quick and efficient customer services.
- Ability to deal with customers with tact and courtesy and maintain control in sensitive and difficult situations.
- Ability to develop and maintain effective working relationships with customers, coworkers, supervisors, and the general public.
- Ability to operate a calculator, computer terminal, typewriter, cash register, and related office equipment.
- Ability to communicate effectively in oral and written forms.
- Ability to perform data entry with required speed and accuracy.
- Ability to establish and maintain effective working relationships with customers, coworkers and supervisors.
- Ability to manage a high volume of phone calls and customers and balance competing priorities while maintaining tact and courtesy.
- Ability to exercise discretion within parameters established by the supervisor.

Physical Requirements

- Must be able to physically perform the basic life operational functions of stooping, reaching, standing, lifting, walking, fingering, grasping, feeling, talking, hearing and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to prepare data and statistics, work with accounting processes, operate a computer terminal, and make visual inspections.

Desirable Education and Experience

Graduation from high school and some experience in work using office technology and customer service skills, preferably in a public utility or collections; or an equivalent combination of education and experience.

Special Requirement

- May require ability to be bonded.
- May require Notary Public certification.