

CUSTOMER SERVICE REPRESENTATIVEDEFINITION

Under general supervision, performs customer service-related duties in the areas of municipal utilities, business licenses, dog licenses, utility user tax and transient occupancy tax including receiving cash, answering inquiries, processing orders, and routine clerical duties.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Receives and processes telephone and walk-in requests to turn on and turn off services for water and refuse. Answers inquiries in writing or by telephone regarding high bills, incorrect bills, service levels, and other customer concerns. Performs various arithmetic calculations to verify service charges against water units consumed. Accesses, audits, adjust, and inputs account information into computer. Determines and quotes deposit amounts. Takes requests and prepares orders to change, set, remove, and repair water meters. Processes "read", "connect" and "disconnect" service orders for field personnel. Determines and verifies, with the help of computer, if bills have or have not been paid; issues water bills. Determines dog licenses fees and processes telephone and walk-in requests for dog licenses. Issues transient occupancy and utility users tax bills after determining tax due and whether tax has been paid. Reviews business license applications for appropriate information and interviews applicants to obtain detailed information regarding business. Determines the tax rate, such as flat tax versus tax on gross, based on information from the applicant; issues business licenses. Completes and mails appropriate forms for a wide variety of account transactions. Researches historical account files for data needed on current accounts. Performs collection activities including but not limited to preparing correspondence and necessary follow-up. Performs clerical functions including but not limited to typing, filing, and word processing; composes and proofreads correspondence and other documents as needed; frequently uses independent judgment in determining proper format. Establishes and maintains filing systems. Calculates and summarizes statistical and/or other data. Maintains supplies. May train employees. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This is the journey-level class in the specialized customer service series requiring previous clerical experience involving the processing of billings and licenses. Work involves continual public contact, often including complaint situations, which the employee must meet with patience, tact and good judgement. Work is reviewed through observation, audit of daily receipts, screening of complaints and consultations.

MINIMUM BASIC QUALIFICATIONS

Education and experience equivalent to graduation from high school, supplemented by courses in financial record keeping and some experience in general clerical work and one year in customer service and financial record keeping or any equivalent combination of education and experience which provides the following desirable knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: basic record keeping procedures; filing systems; arithmetic; modern office practices, procedures, equipment and clerical techniques.

Skill in: routine data analysis; the use of clear and effective oral communication and tact when dealing with customers; operation of office equipment such as personal computers and typewriters.

Ability to: type at a corrected speed of 20 words per minute; make simple arithmetic calculations with the help of a calculator; understand and carry out oral and written instructions; perform assignments without close supervision; learn, interpret and explain specific regulations, policies and procedures; maintain moderately complex records and prepare reports; close and balance money registers; make accurate and rapid computations and comparisons; communicate effectively both orally and in writing; establish and maintain effective working relationships with other employees and the general public.

Prepared and approved through 1986-87

Clerical Study Process

Class title established per Council Resolution No. 85-36,
effective 2-1-85

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