

SENIOR 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 other 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 general town services, utilities, and public services. 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 Town'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

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.

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.

Handles a variety of customer problems and complaints and follows established procedures for handling and resolving.

Checks on work orders, researches problems with accounts, and calls customers back on results and status; reviews and edits utility billing register and/or cutoff list for problems and errors.

Performs a variety of general administrative support work such as filing, typing, preparation of correspondence, data entry, collating documents, stuffing mailings, faxing items, making copies, taking messages, transmitting information, etc.

Assists field staff with information needs various administrative tasks in person, by phone and by radio.

Researches customer accounts and credit histories for re-connections; tracks customers from one address to another and makes notations in account based on account history.

Operates a variety of office machines and technology including computer, calculator, fax machine, copier/scanner, dispatch radio, postage machine, binder, laminator, label maker, and printer.

Assists customers with billing questions, payments, moving accounts; takes payments by credit card; updates and maintains customer data base.

Sets up new accounts with customers; takes deposits; verifies identity; closes out accounts and applies deposits to final bills.

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Coordinates the activities of the office with the Utility Billing Specialist and the departments responsible for the various utility functions within the Town; coordinates with meter readers the connection and disconnection of services to customers.

Answers complaints from citizens, researches problems, and answers to their questions; adjusts bills for leaks, incorrect meter readings, etc.

Establishes new customer accounts; insures proper initial readings are entered; establishes, updates, and deletes accounts for multiple temporary development needs.

Monitors the billing cycle and assures that all records are submitted on a timely basis in order that established deadlines will be met.

Enters delinquent accounts into debt setoff program.

Prepares a variety of fiscal reports involving compiling, typing, data entry, reconciling and other fiscal support activities; files records and reports.

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

Considerable knowledge of the Town's utility customer service policies, procedures, and processes of the Town in handling customer services issues and concerns.

Considerable knowledge of the Town services available and the deposits, fees, and processes required.

Considerable knowledge of local policy, billing and customer service cycles regarding garbage, water and sewer services.

Knowledge of standard operating practices involved in a modern office setting.

Knowledge of the application of information technology to the work and application to collections and account maintenance.

Working knowledge of water meter operations.

Working knowledge and understanding of the various utility and water rates and schedules.

Skill in collaborative conflict resolution and customer contact.

Skill in the use of office technology.

Ability to make accurate mathematical calculations.

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, employees, 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.

Accuracy in data entry.

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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.

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 experience in customer services work and work using modern office technology, preferably in a public utility or collections; or an equivalent combination of education and experience.