

CLASS SPECIFICATION FOR
Customer Service Representative

GENERAL STATEMENT OF DUTIES: Receives and researches inquiries or complaints concerning County services or charges and authorizes adjustments; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class, although not a supervisor, possesses considerable authority to make adjustments to customer accounts. The course of action to take is not usually self-evident and is based on an examination of records in some depth and on solid consideration of alternatives. Work is performed under the supervision of the Customer Service Supervisor.

EXAMPLES OF WORK (illustrative only):

- Resolves complaints from customers about utility bills or service;
- Authorizes necessary adjustments on customers' bills when complaints prove well-founded;
- Prepares applications to go to Information Technology;
- Researches and corrects rejected payments;
- May deliver and pick up daily work from Information Technology;
- May verify and process for payment invoices received from banks for handling substation payments;
- May open and distribute mail;
- May check accounts of bills producing errors to determine the cause of the error and correct it;
- Initiates turn-off and turn-on orders;
- May process and notify customers of returned checks;
- Issues refunds on accounts as necessary;
- Uses a computer terminal to find information necessary to complete service orders and to access the various utility billing files;
- Explains reasons for charges;
- Takes orders for new services;
- Explains bill process to new customers;
- Researches customers' accounts to determine proper actions and amount;
- Explains rate schedule and how it is applied;
- Performs related work as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Considerable tact and patience to deal with the public; considerable ability to research pertinent information, to analyze the information obtained, and to arrive independently at a logical conclusion; considerable knowledge of current office procedures, forms and equipment; ability to present information clearly and concisely and to write effective business letters; ability to make mathematical computations rapidly and accurately; ability to communicate clearly, effectively, and pleasantly with customers by phone or in person; ability to work with a minimum of direct supervision; knowledge of or familiarity with automated systems and the ability to enter and retrieve data on an automated accounts system.

MINIMUM EDUCATION AND EXPERIENCE: Graduation from high school and three (3) years of clerical experience involving public contact and customer service, preferably including one (1) year of clerical figurework experience; OR, any equivalent combination of experience and training which provides the required knowledge, skills and abilities.