

## CITY OF LINCOLN

### CUSTOMER SERVICE REPRESENTATIVE

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

#### **DEFINITION:**

Under general supervision, performs skilled and semi-skilled work in coordinating City efforts to provide customer service to residential and commercial customers in utility billing, licensing; researches customer complaints in utility services as required and performs other related duties as required.

#### **DISTINGUISHING CHARACTERISTICS:**

##### **Customer Service Representative**

The **Customer Service Representative** is a single class position that performs the full range of duties as assigned. Employees at this level are fully aware of procedures and policies of the work unit

#### **SUPERVISION RECEIVED/EXERCISED:**

##### **Customer Service Representative**

Receives general direction from the Assistant Director of Administrative Services. Incumbents in this classification may exercise functional and technical supervision as required.

#### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Receives inquires from customers requesting information on utility services.
- Ascertains and evaluates information from customers.
- Generates and utilizes reports, analyzes necessary documents, systems, historical data, billing/account statements, and other information to answer customer and City questions and concerns.
- Researches discrepancies in utility usage and billing.
- Provides information to customers regarding various City services.
- Prepares statistical and financial data as required.
- Verify water meter reads and check for leaks in the system.
- Verify construction hydrant meter reads.

- Assist with business license renewals and applications.
- Provide individual water conservation recommendations.
- Answers routine correspondence.
- Provides a consistent level of quality customer service to all customers at all times.
- Assists in Utility Billing as required.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, kneeling, squatting and stooping in the performance of daily activities. The position also requires repetitive hand movement, and fine coordination in data entry and preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required. The position also requires, the ability to read water meters, open meter boxes and have effective near and far vision when inspecting work and operating assigned equipment. Additionally, the incumbent must be able to work outdoors in all weather conditions including wet, hot and cold.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Customer Service Representative**. A typical way of obtaining the required qualifications is to possess the equivalent of:

Three years of clerical experience involving public contact in a municipal office environment dealing with customer service issues. Some experience in reading and installing water meters and in utility billing and a high school diploma or equivalent.

**License/Certificate:**

Possession of a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Department services, (rates, energy services) policies and procedures for customer service.

**Ability to:**

Utilize effective customer service skills; operate office equipment; maintain a variety of records and files; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; follow written and oral directions; observe safety

Customer Service Representative

Page 3

principles and work in a safe manner; communicate clearly and concisely; both orally and in writing; establish and maintain effective working relationships.

**Skill to:**

Present reports and make condition assessments to management.

**Salary Range:** Range 9 Step A 17.08 hr. 2,960.41 mo. Step G 22.89 hr. 3967.24 mo.

**FLSA:** Nonexempt

**Employee Group:** Professional Administrative Group, Local 39

**Adopted:**