

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: BILINGUAL CUSTOMER SERVICE REPRESENTATIVE I

DATE: 11/02/2010 JOB CODE: 21737
FLSA STATUS: NON-EXEMPT UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under direct supervision, to perform entry level and/or routine duties of the customer service unit; serve as the first line of customer support, responsible for providing information, addressing complaints and customer requests; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

The class of Bilingual Customer Service Representative I is an entry and working level in the customer service series and provides bilingual services for Spanish-speaking customers. Supervision is received from a Cashiering or Customer Service Supervisor; training is received from supervisors and Customer Service Representatives II and III.

Incumbents will receive \$0.50 per hour added to their base hourly rate.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and City Department staff;
- Perform specialized public contact and record keeping work, as assigned, including customer service, billing and collections, and cashiering;
- Take turn-on and turn-off orders for utility service by telephone, correspondence and in person;
- Establish deposits from written guidelines for new and current utility users;
- Process work orders for name and address changes, interacting with customers and coordinating with field and meter services, distribution, and integrated waste field operations;
- Research and resolve a wide range of problems, such as restoration of service, billing errors, low pressure complaints, meter leaks, missed carts, refuse commercial billing charges, and delinquency;
- Take work orders for fire hydrant meters;

- Access computer records for account balances, account numbers, meter numbers, and credit history;
- Receive, open and distribute mail;
- Receive payments over the counter for water, business licenses, area tax, refuse, parking tickets and miscellaneous payments;
- Sort mail receipts into bundles, open mail, record account numbers on checks, verify date and signature on checks;
- Return improperly completed checks;
- Operate remittance system to accept payments, batches and total payment stubs and balance same;
- Batch, total, and balance receipts for water, integrated waste, and business license collections;
- Balance cash and mail receipts to control figures;
- Answer telephone;
- Operate calculator, money counter, letter opener, photocopier, mail opener and related equipment;
- Balance cash drawer, counting cash in drawer, running totals of checks and balancing with receipts;
- Research billing problems and submit request for adjustment where appropriate;
- Provide routine information to public, refer callers to proper person, transfer calls and take messages;
- Provide the full range of customer service functions and services in Spanish to Spanish-speaking customers;
- Dispatch and receive calls on land mobile radio, as a relief operator;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- Perform related work as required.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Fundamental principles of public relations;
- Modern office equipment and procedures;
- English usage;
- Business math;
- Accurate record keeping methods;

- Methods and procedures for receiving, processing and accounting for funds received in the mail or over the counter;
- Spanish terminology relating to water and integrated waste customer service.

Ability to:

- Deal effectively with customers both in person and over the telephone;
- Endure up to 9 hours of daily telephone contact with customers;
- Understand pertinent procedures and functions quickly and use variety of circumstances without immediate supervision;
- Operate a computer keyboard accurately;
- Maintain accurate records;
- Make changes accurately;
- Speak clearly and concisely in English and Spanish;
- Write legibly;
- Understand and carry out oral and written instructions;
- Speak and understand Spanish to effectively communicate with Spanish-speaking customers;
- Establish and maintain effective relationships with those contacted in the course of work;
- See in the normal vision range with or without correction;
- Hear in the normal audio range with or without correction;
- Lift 10 – 25 pounds in normal duties;
- Work under moderate stress conditions;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Graduation from high school or G.E.D. equivalent,

And

Experience: One year of recent customer service work involving public contact in person or over the telephone. Typing at 30 wpm is required.

NECESSARY SPECIAL REQUIREMENTS

Successful completion of the Spanish bilingual test administered by City of San Bernardino Human Resources is required.

Possession of a valid Class "C" California Motor Vehicle Operator's License. For out of state applicants, a valid Driver's License is required and a valid Class "C" California Motor Vehicle Operator's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Bilingual Customer Service Representative I

To: Customer Service Representative II
Bilingual Customer Service Representative II

Job Description:

BOWC Approved: 11/2/10

Testing Standards:

Open/Dept Promo/Civil Service Application Review/Written/Bilingual/Typing 30 wpm/Oral
CSB Approved: 11/23/10