

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: CUSTOMER SERVICE REPRESENTATIVE III

DATE: 08/28/2007

JOB CODE: 21736

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 general supervision, to lead, guide and participate fully in the work of an assigned unit engaged in customer service and cashiering activities, performs the more complex and responsible clerical work of the customer service section; to train, instruct, and correct the work of assigned section members in the performance of specific tasks; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

The class of Customer Service Representative III is the advanced journey level in the customer service series. Supervision is received from the Customer Service Section Supervisor, the Cashiering Supervisor or the Senior Customer Service Representative.

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 staffs;
- Train, guide, review and correct the work of assigned staff, ensuring that accepted work methods are practiced;
- Calculate, collect fees, and process requests for new water services, provide the second level of customer service in person and by telephone to customers not satisfied with services provided by lower level staff;
- Maintain receipts, records, tract maps, will serve letters and databases pertaining to the collection of engineering new services development fees;
- Verify and balance work of Cashiers and Customer Service Representatives in Central Cashiering, balancing cash and researching documents to resolve discrepancies;
- Balance cash and mail receipts to control figures;

- Disburse cash for cash drawers;
- Resolves all out of balance conditions:
- Assist in training Central Cashiering staff in all aspects of customer service and cashiering;
- Act as a liaison between the public and/or employees and supervision/management in a professional manner;
- Act in the absence of the supervisor;
- Routinely adheres to and maintains 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:

- Water utility customer service procedures, practices and regulations at an advanced level;
- Fundamental principles of maintaining customer accounts;
- Fundamental principles of public relations;
- Modern office equipment and procedures;
- English usage;
- Basic legal procedures concerning a public utility;
- Business math;
- Accurate record keeping methods;
- Water utility customer service and cashiering policies and procedures;
- Utility billing and cash receipts system software;
- Call center telephone system software;
- County Parcel Ownership and mapping system software;
- Effective leadership and problem-solving methods;
- Appropriate safety precautions and procedures.

Ability to:

- Deal effectively with customers both in person and over the telephone;
- Deal effectively with irate customers and maintain composure while working under stress;
- Operate a keyboard accurately;
- Analyze and evaluate data and make accurate and logical determinations based upon data and interpretive guidelines;
- Maintain accurate records;
- Speak clearly and concisely;
- Perform responsible work with considerable latitude for independent judgment;
- Operate a computer accurately and efficiently;
- Assign, check, correct and participate fully in the work of subordinates;
- Schedule and supervise the workflow of subordinates;
- Run software reports as needed;
- Plan and schedule work assignments;
- Provide effective staff training;
- Establish and maintain effective relationships with those contacted in the course of work;
- Maintain a driving record that 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: Four (4) years of progressively responsible public utility customer service work (i.e., customer service, billing, cashiering, and collections). Experience must be within the last seven years. Typing speed of 30 words per minute is required.

NECESSARY SPECIAL REQUIREMENTS

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 12405c).

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: Customer Service Representative III
To: Senior Customer Service Representative

Job Description:

BOWC Approved: 08/21/2007
CSB Approved: 08/28/2007

Testing Standards:

Dept Promo/Civil Service Application Review/ Typing 30 WPM/Oral