

CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

To perform clerical customer service duties for water service activities; to perform a variety of general clerical activities; and to respond to requests and inquiries.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Senior Customer Service Representative.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Process orders for initial installation of water service, water meters, connections and changes in billing; process orders for discontinuing water service.

Request verifications of meter reads; process paperwork for changes to incorrect bills.

Receive and process payments through the mail and in person.

Verify payment of bills and current service status.

Answer inquiries regarding water services; identify customer service problems and conduct research; prepare work orders for field maintenance staff.

Prepare requests for new accounts; collect or change account information; mail applications to potential customers.

Perform a variety of general clerical duties including typing, maintaining files and records, and maintaining supplies.

Operate a computer terminal in performing assigned duties.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Modern office practices, procedures and equipment.

Principles and procedures of record keeping.

Basic mathematic principles.

CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

To accept, process and review permit applications to determine completeness of necessary documents and general compliance with City codes and other local, State and Federal requirements.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Department Head.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Provide support and assistance at the public counter and over the telephone; provide general information and assistance to the public regarding requirements for obtaining project permits.

Calculate and determine a variety of fees for plan checks and permits; determine construction valuations based on established standards.

Instruct applicants in correct procedures for completing required forms and applications; provide information regarding City, State and Federal regulations pertaining to planning, building, construction, or engineering.

Maintain logs of plans and applications submitted; participate or direct the filing and routing of plans and permits to appropriate City department and staff.

Coordinate the plan check process between various City departments; refer applicants to appropriate City department or outside agency as necessary.

Notify applicants when plan or permits are ready for delivery or issuance; provide status updates as requested.

Operate a computer terminal to input and retrieve departmental information.

Provide general customer services, as deemed appropriate by the Department Head.

Perform related duties as assigned.

City of Big Bear Lake
Customer Service Representative (Continued)

QUALIFICATIONS

Knowledge of:

Basic principles of codes and ordinances enforceable by the City, including the Uniform Building, Electrical, Plumbing and Mechanical Codes, Municipal Code and Development Code.

General construction, planning or engineering practices, methods and terminology.

Pertinent Federal, State and local laws, codes and regulations.

Knowledge of:

Principles of basic mathematics as applied to the calculation of fees and building valuations.

Principles and procedures of record keeping.

Modern office procedures, methods and computer equipment.

Ability to:

Interpret Department policies and procedures to the general public.

Read and interpret plans, specifications, and codes.

Understand and carry out oral and written directions.

Work independently in the absence of supervision.

Quickly and accurately calculate fees and valuations.

Enter data into a computer terminal at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Carry out the City's policy of providing exceptional customer service.

City of Big Bear Lake
Customer Service Representative (Continued)

Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One year of municipal public counter experience; or one year of experience in the processing a review of building or construction plans, applications for building or planning permits is highly desirable.

Training:

Equivalent to the completion of the twelfth grade.

ADDITIONAL REQUIREMENTS

This position could report to any of several departments such as Building & Safety, Community Development Department, City Engineer, or Public Works.

More specific related duties, qualifications, experience, or training may be required by the particular department within which an available position would be located. This may include a requirement for a one year probationary period.