

SENIOR 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 Water Office Manager.

Exercises direct supervision over Customer Service staff.

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

Plan, prioritize, assign, supervise and review the work of staff responsible for providing customer service within the Water Utility Department.

Participate in the selection of customer service staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Prepare various reports on operations and activities.

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing customer service activities; implement policies and procedures.

Research customer correspondence; resolve problems and respond to customers.

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.

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EXAMPLES OF DUTIES

Operate a computer terminal in performing assigned duties.

Perform related duties as assigned.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of a water utility customer service program.

Principles of supervision, training and performance evaluation.

Modern office practices, procedures and equipment.

Principles and procedures of record keeping.

Mathematic principles.

Ability to:

Independently respond to customer inquiries and complaints.

Supervise, organize, and review the work of clerical personnel.

Interpret and explain Department customer service policies and procedures.

Operate a typewriter, calculator, computer terminal and other office equipment.

Maintain a variety of records and files.

Perform varied clerical work.

Perform procedures in an organized and accurate manner.

Understand and carry out oral and written instructions.

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

Experience and Training Guidelines

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

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Experience:

Three years of customer service experience, preferably in a water utility.

Training:

Equivalent to completion of the twelfth grade.