

060012/19/050610

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: UTILITIES CUSTOMER SERVICE REPRESENTATIVE I / II

DEFINITION

Under supervision, to perform customer service related work involving customer contact by telephone and in person; to perform related office clerical work; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Utilities Customer Service Representative I: This is the entrance level for the Customer Service Representative series. Employees in this class normally work under close and continuous supervision performing a group of closely related duties according to established procedures. While a variety of tasks may be assigned, each step usually fits a pattern which has been established before work is started. Generally, work is observed and reviewed both during its performance and upon completion, and changes in procedures or exceptions to rules are explained in detail as they arise. Under this class concept, positions assigned to the class of Customer Service Representative II which become vacant may reasonably be filled at the Utilities Customer Service Representative I level, with the understanding that future reassignment to the Utilities Customer Representative II class in most cases is expected.

Utilities Customer Service Representative II: Positions in this class are normally filled by advancement from the lower grade of Utilities Customer Service Representative I, or, when filled from the outside, require prior customer service experience. Appointment to higher class requires that the employee be performing substantially the full range of duties for the class and meet the qualification standards for the class. A Utilities Customer Service Representative II works under general supervision and, within a framework of established procedures, is expected to perform a variety of customer service duties with only occasional instruction or assistance. Adequate performance at this level requires a knowledge of departmental procedures and precedence, and the ability to choose among a number of alternatives in solving routine problems. A Utilities Customer Service Representative II is expected to work productively even in the absence of supervision. Work is subject to internal checks upon completion.

REPORTS TO: Utilities Customer Service Manager and/or Utilities Customer Service Supervisor as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives close to general supervision from a Utilities Customer Service Manager and lead direction from a Utilities Customer Service Supervisor.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- _ Act as a counter representative or telephone representative; accepting applications for utility service and answering customer billing inquiries.
- _ Interpret a customer's account by using knowledge of applicable rules and rate schedules.
- _ Analyze a customer's credit history to determine whether an extension may be granted.
- _ Review customer applications with reference to deposits and in some cases computes the amount of the deposit.
- _ Audit various data processing documents.

- _ Open and distribute mail.
- _ Type various letters and forms.
- _ Sort, code, and file correspondence, forms, documents, and other materials numerically, alphabetically, or by other predetermined classifications.
- _ Make manual arithmetic calculations.
- _ Use a calculator to check and compute some utility bills and related data.
- _ Check records and papers for clerical and arithmetic accuracy, completeness, and compliance with established standards and procedures.
- _ May utilize a micro or mini computer, CRT terminal, typewriter, and other office equipment to carry out customer service functions.

QUALIFICATIONS

Utilities Customer Service Representative I

Knowledge of:

- _ Business English, spelling, punctuation, and arithmetic.
- _ Modern office practices and procedures.
- _ Office equipment and filing systems.

Ability to:

- _ Assemble and organize data and to answer inquiries from such records.
- _ Make computations promptly and with accuracy.
- _ Deal with the public tactfully.
- _ Follow oral and written instructions.
- _ Operate a typewriter.

Education and Experience:

Education: Equivalent to completion of twelfth grade preferably supplemented by courses in business practices and typing.

Experience: None required.

MEDICAL CATEGORY: Group 1

Utilities Customer Service Representative II

In addition to the qualifications for Utilities Customer Service Representative I:

Knowledge of:

- _ Customer service policies, and procedures.

Ability to:

- _ Work independently in the absence of supervision.

_ Employ good judgment and make sound decisions in accordance with established procedures and policies.

Education and Experience:

Education: Equivalent to completion of twelfth grade preferably supplemented by courses in business practices and typing.

Experience: One year of experience performing duties comparable to those of a Utilities Customer Service Representative I in the City of Riverside.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Customer Service Representative I

TO: Utilities Customer Service Representative II

TO: Utilities Customer Service Supervisor