JOB DESCRIPTION
Senior Customer Service Representative
Code Number: 16007

GENERAL PURPOSE

Under general supervision, assists in supervising and training customer service personnel who provide information, research problems, perform collections and credit arrangement activities, by telephone and in person; handles difficult, complex or sensitive customer account problems and delinquency issues; reviews utility bills for accuracy prior to release for mailing; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the lead or advanced-journey level in the Customer Service Representative series. In the lead assignments, incumbents provide direction to lower level staff including assigning, directing, and reviewing the work of staff. In the advanced-journey assignment, incumbents perform the more difficult and complex tasks and assignments. Positions at this level are distinguished from those in the lower level classification of Customer Services Representative II by the independence with which they perform their duties of handling the most difficult and complex work or by performing lead work.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

Assists in providing day-to-day leadership to ensure a high performance, customer service-oriented work environment that supports achieving the department’s and the District’s mission, strategic plan, objectives and values.

Assists in developing, implementing, evaluating and communicating policies, processes, systems and procedures to achieve division annual goals, objectives and work standards; assists in workflow management, coordinating and balancing staff assignments and workload to meet peak volume periods and ensure customer service quality standards are met.

Assists in monitoring the work of Customer Service Representatives; gives input on individual performance, progress and training; provides coaching and guidance for performance improvement and development; assists in training new representatives.

Assumes difficult and specialized customer relations situations, involving upset and dissatisfied customers and requiring sensitivity and sound independent judgment; takes
action to resolve complaints where appropriate, including waiving of delinquency charges and security deposits and agreement on long-term payment plans; receives and responds to correspondence and telephone calls, providing information and handling issues, requests and complaints.

Reviews computer-generated reports of daily meter read books; evaluates meter readings outside normal parameters; releases accounts for billing or generates bill preparation when problem account situations have been resolved.

Prepares field service orders for follow-up on problem accounts; reviews and corrects records on problem accounts that have been field checked; enters account comments and data on account problems and actions taken in COINS.

Calculates and processes billing adjustments up to authority level; calculates and processes special billings; calculates and processes manual adjustments and credits to customer accounts; researches and posts rejected payments; initiates balance transfers to new accounts and customer refund payments.

Handles the more sensitive and difficult delinquency account situations; negotiates with customers on problem delinquent accounts to arrange partial collection and establishment of credit arrangements; makes adjustments to previous credit arrangements when warranted; makes payment and credit arrangements with customers whose payments have been rejected; reviews daily turn-off accounts to determine whether payments have been received or credit arrangements made; pulls turn-off notices when warranted.

Reviews account records and history; graphs consumption and payment patterns; requests field tests of meter accuracy and usage; reviews field test results and issues or recommends adjustments to customer accounts to correct errors; notifies customers of action taken and results.

Monitors radio traffic for customer problems encountered by Customer Service Field Representatives; provides advice and guidance for dealing with difficult situations; makes credit arrangements with customers through field representatives; files police reports when water theft, stolen meters and illegal connections have been identified by field representatives.

Assists in designing and proposing enhancements to the District’s customer accounting and related computer applications.

Performs related duties as assigned.

**DESIRED MINIMUM QUALIFICATIONS**

**Knowledge of:**
Office administrative practices and procedures; principles and practices of sound business communication; customer service practices and customer-oriented telephone etiquette; District water and sewer rules and regulations and meter service operations and issues related to assigned functions and programs; characteristics of the District’s customer base and usage patterns, including typical causes for high consumption; the District's personnel rules, policies and labor contract provisions; methods, practices and processes for billing, collections and credit; laws and regulations governing collections processes; the operations, uses, requirements and limitations of the District’s customer accounting system (COINS); recordkeeping and filing practices and procedures; principles and practices of effective lead supervision.

Ability to:

Operate a computer and word processing, spreadsheet and other standard software; define issues, analyze customer problems, evaluate alternatives and develop sound conclusions and recommendations; organize, set priorities and make sound independent judgments within established guidelines; understand, interpret, explain and apply complex District rules regarding water and sewer service rates and policies and law and regulations regarding collections activities; reach sound decisions in accordance with laws, regulations, rules and policies; train others in work processes and procedures; follow and apply written and oral work instructions; communicate effectively, orally and in writing; listen actively and intently to customer concerns and issues; prepare clear, accurate and concise correspondence, records and reports; maintain sensitive and confidential information; use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers; establish and maintain effective working relationships with those contacted in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and four years of increasingly responsible office administrative experience involving customer service, billing and/or collections experience; or an equivalent combination of training and experience. Experience in a government or public utility setting is highly desirable.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, an employee is regularly required to sit;
talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision, distance and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, an employee is regularly required to use written and oral communication skills; read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customers who are often upset and dissatisfied, and the public.

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

The employee works under office conditions involving a public counter, high telephone volume and a radio dispatch function and the noise level is moderate.

**FLSA DETERMINATION:** Non-exempt.