ASHEVILLE, NORTH CAROLINA

Classification Specification

Customer Service Representative II
Job Code: 9927
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to process payments, utility connections, or related tasks, and to assist customers regarding policies, procedures, and forms for an assigned department.

Distinguishing Characteristics:

This is the second level in the Customer Service Representative series. Incumbents in this classification have specialized knowledge of department policies and procedures regarding billing and payments and have one year of experience in customer service.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Processes payments for utilities and other fees and services: receives monies from customers by check, cash, and credit card; documents payments received; balances cash drawer daily; and prepares bank deposits.

Performs customer service functions: provides information and assistance regarding utility billing, payments, or other issues; responds to routine questions, complaints, or requests for service; initiates problem resolution; conducts research; recommends solutions; and conducts follow-up to ensure customer satisfaction.

Sets up new accounts: assists customers in identifying needed services; provides information regarding services

and fees; inputs data into computer system database; and creates and updates work orders.

Serves as primary contact for service-related questions: reviews status of work orders; resolves complaints regarding services; answers questions and responds to requests regarding billing and payments; and troubleshoots meter reading problems and billing errors.

Performs other customer service functions according to area of assignment: greets visitors, answers phone calls and emails, and assists customers, citizens, and taxpayers; provides information regarding City services, programs, policies, and procedures; refers issues to appropriate department and/or staff member; and takes and/or relays messages, as necessary.

Communicates with supervisor, other City employees, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

High school diploma or GED required; supplemented by one year of experience in customer service, billing, or related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference and descriptive data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.