ASHEVILLE, NORTH CAROLINA

Classification Specification

Customer Service Representative, Lead
Job Code: 9929
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 and to provide lead guidance, direction, and training to less experienced Customer Service Representatives.

Distinguishing Characteristics:

This is the third level in the Customer Service Representative series. This classification is distinguished from lower levels in this job family by increasing degrees of scope, independence, responsibility, decision-making, as well as having a thorough knowledge of department policies and procedures and three years 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.

Leads and coordinates daily work activities of assigned co-workers: confers with supervisor to obtain direction regarding work assignments and priorities; organizes tasks in order to complete assigned work; monitors status of work in progress and inspects completed work; confers with co-workers; assists with complex/problem situations and provides technical expertise; assists with training and instructing co-workers regarding operational procedures and proper use of equipment; and assists with supervision of co-workers by reporting employee problems and providing input on disciplinary action and employee performance evaluations.

Leads and participates in the processing of 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.

Leads and participates in the performance of customer service functions: provides information and assistance regarding utility billing, payments, or other issues; responds to routine and complex questions, complaints, or requests for service; handles escalated customer service issues not resolved by subordinates; initiates problem resolution; conducts research; recommends solutions; and conducts follow-up to ensure customer satisfaction.

Leads and participates in the setting up of 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.

Monitors past due accounts: prepares and sends past due notices; reviews delinquent customer listing; schedules cut-offs; researches and corrects errors in accounts; collects on past due accounts; prepares report of weekly late fees.

Performs quality assurance functions: monitors and scores calls and customer interactions based on established service standards; identifies areas of improvement; reviews results with staff and management; and maintains related documentation.

Assists with department administrative tasks: monitors call volume; orders supplies; submits invoices; schedules meetings; and prepares and submits reports of department work activities.

Communicates with supervisor, subordinates, other City employees, contractors, the public, outside agencies and organizations, 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, presentation, 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 three years of experience in [insert job specific fields]; 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 act as lead person or crew leader, providing guidance to a work unit, coordinating activities, and reviewing work of the unit.

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, descriptive, and/or advisory 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 apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

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.

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.