



CITY OF BANNING, CALIFORNIA

Lead Customer Service Representative

Job Code: 1335
Grade G46

FLSA Exempt Non-Exempt

JOB DEFINITION: Under general supervision from the Customer Service and Billing Manager, performs advanced/lead level customer service related work involving customer contact by telephone and in person; also accepts utility payments from City customers; provides technical assistance to the Customer Service and Billing Manager; and performs related work as required.

DISTINGUISHING CHARACTERISTICS: This class is the advanced/lead level in the Customer Service Representative series and is differentiated from the Customer Service Representative in that incumbents are expected to work with greater independence. Incumbents will perform complex customer service related duties, generate reports, handle challenging customer related issues and will also provide support and technical assistance to the Customer Service and Billing Manager.

ESSENTIAL FUNCTIONS: *The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES:

Serves as back-up counter representative and as front line telephone representative. Accepts and completes applications for utility service. Completes and files work orders and delivers to appropriate representative as necessary. Processes HEAP pledges in a timely manner. Provides a professional image to customers, co-workers, and other agencies. Responds to customer email and voice mail daily. Collects and processes night drop payments and other utility payments as required. Interprets customers' accounts and applies applicable City rules and regulations to assist customers in resolving more complex account related issues. Accurately files account records. Works directly with Customer Service and Billing Manager to resolve issues and improve communication within departments. Assists the Customer Service and Billing Manager with special projects and assignments. Researches and resolves the difficult customer related issues. Performs all duties of the Customer Service Representative as required for support. Cross trains to assist in billing and accounting functions.

Performs other duties as assigned or required.

(continued on reverse side)

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KNOWLEDGE and ABILITIES:

- Knowledge of applicable City, County, State and Federal statutes, rules, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of effective customer service methods, practices and procedures.
- Knowledge of the City's and the Department's policies and regulations.
- Knowledge of basic communicative ability; including writing, grammar, spelling, and punctuation.
- Knowledge of general office practices.
- Knowledge of the principles of bookkeeping and/or accounting.
- Knowledge of the principles of file and records management.
- Knowledge of safe work practices.

- Ability to use independent judgement in maintaining and adjusting financial and statistical records pertaining to customer accounts.
- Ability to perform arithmetical calculations quickly and accurately
- Ability to interpret customer accounts and explain City policies, rate structure and services.
- Ability to handle challenging and complex customer service issues.
- Ability to enter and verify data and utilize computer system with advanced proficiency.
- Ability to assemble data and prepare accurate reports.
- Ability to establish and maintain cooperative working relationships with peers.
- Ability to communicate clearly and concisely.
- Ability to proficiently use Microsoft Office, Word and Excel.
- Ability to observe City guided safety precautions.
- Ability to assess and prioritize multiple tasks, projects and/or demands.
- Ability to work within deadlines to complete projects and assignments.
- Ability to assess, analyze, identify and implement solutions to complex problems.

MINIMUM QUALIFICATIONS: Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

A high school diploma or GED **AND** a minimum of three (3) years of responsible experience in customer service, cashiering, cash handling and data entry.

ADDITIONAL REQUIREMENTS: Must possess and maintain a valid California Driver License. May be required to occasionally work outside the traditional work schedule.

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS: The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle and/or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to walk, climb or balance and stoop, kneel or crouch. The employee must regularly lift and or move up to twenty (20) pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.