



CUSTOMER SERVICE REPRESENTATIVE II

FLSA: Non-Exempt

Grade 23 \$41,929.23 - \$67,086.76

GENERAL DEFINITION

An employee in this job classification performs highly responsible work involving the various revenue collection functions of the Customer Service Division. Division is responsible for revenue billing and collection of various utility and municipal services accounts. An employee in this classification provides overall coordination for either the water meter reading staff or the front counter staff in the Division, with overall responsibility for accuracy of the work performed and functioning as backup to the other unit as required. Coordinates staff scheduling and addresses more complex aspects of the work, i.e., accounting discrepancies, delinquent accounts review and actions, and research and resolution of customers' complaints.

ESSENTIAL JOB DUTIES

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Coordinates the tasks and staff responses to customer inquiries and complaints by mail, telephone and walk in service; provides assistance in resolving complex problems and complaints.
- Initiates the processing of orders for disconnects, and the establishment and maintenance of new accounts for Utility customers.
- Coordinates and participates in maintaining refuse account service listing, processing zero consumption reports, and tracking water consumption.
- Monitors customer accounts for billing errors or meter read errors in order to ensure accurate accounting and billing.
- Processes ECHECKS, adjustments, billing, EFT Banking and payments, customer payment plans, account openings and closures, telephones, processing shut-offs and ACH banking issues.
- Cross trained to handle all CSR duties.
- Establishes meter reading schedules; tracks meter recordings and time usage for meter reading activities.
- Coordinates and participates in the preparation and mailing of routine billings and duplicate bills and reminders for payments due according to established schedules.
- Coordinates the maintenance and tracking of false alarm permits and processing of renewals of alarm permits.
- Coordinates payments with unit staff before new accounts or special service for an account is ordered and established.
- Adheres to procedures for the proper maintenance of the unit's filing, database management, and records systems of the unit.
- Generates various routine and special reports regarding unit activities and status of accounts or unit operations, e.g., delinquent accounts, revenues collected, new accounts, etc.

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- Communicates with coworkers, management, citizens, and others in a courteous and professional manner.
- Provides training, guidance, and assistance to staff under charge in all aspects of customer service functions.
- Adheres to established policies, work procedures, and any applicable regulatory standards associated with the work.
- Requires regular attendance to scheduled work shifts.

KNOWLEDGE, SKILLS & ABILITIES

- Considerable knowledge of revenue accounting, collections processes and consumer billing practices and procedures.
- Considerable knowledge of the meter reading functions and equipment utilized in tracking and accounting for water consumption.
- Substantial familiarity with current office technologies, standard office practices, personal computers and related peripheral equipment.
- Competency in utilizing Microsoft software, specifically ACCESS and EXCEL.
- Substantial familiarity with accounting principles and practices as applied to the maintenance of customer utility billing processes.
- Ability to provide guidance, training and assistance to staff regarding processes, procedures, and policies governing the work.
- Ability to plan, coordinate, and schedule work responsibilities for unit staff in a manner to ensure adherence to prescribed schedules of the unit.
- Strong customer service skills, including problem resolution and dealing effectively with angry or frustrated customers.

MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE

High school diploma or GED with 3 years progressively responsible and knowledgeable experience in a utilities customer service and accounts maintenance environment, preferably in a municipal finance, banking or revenue collections environment; Associate's degree in a business-related field may substitute for 2 years of the required experience. Requires working knowledge in use of Microsoft-based applications, specifically Excel.

PREFERRERD

Two-years of experience as a Customer Service Representative I

6 months Lead worker experience

Demonstrated competency in the use of Access

PHYSICAL REQUIREMENTS

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical

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demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Tasks involve 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 (5-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Some tasks require visual abilities. Some tasks require oral communications ability.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the abilities and aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat of significant risk to the health or safety of themselves or other employees. Requirements are representative of minimum level of knowledge, skills and ability.

I _____ have read and acknowledge receipt of the job classification.

Employee signature

Date