



## Class Description

**Class Title: CUSTOMER SERVICE REPRESENTATIVE**

**Class Code: 13**

### **General Description**

The purpose of this class within the organization is to research inquiries or complaints concerning City water services or changes and authorize adjustments in billing.

This class works under close supervision according to set procedures.

### **Duties and Responsibilities**

**The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.**

### **Essential Functions:**

Resolves complaints from customers about water bills or service.

Researches and authorizes necessary adjustments on customer's bills when complaints prove well-founded.

Confers with customers by phone or in person to receive orders for installation, turn-on, discontinuance, or change in service.

Checks accounts of bills producing errors to determine the cause of the error and makes corrections to bills.

Takes orders for new services and explains bill process to new customers.

Assists department with special projects that arise.

Prepares applications, prepares change of address record and enters orders using a computer.





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### **Additional Duties:**

Determines charges for service requested and explains reasons for charges.

Obtains and examines all relevant information in order to assess validity of complaints and determines possible causes, such as extreme weather conditions that could increase utility bills.

Performs related work as assigned.

### **Responsibilities, Requirements and Impacts**

#### **Data Responsibility:**

*Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Collects, classifies or formats data or information in accordance with a prescribed schema or plan to facilitate the identification and extraction of useful information.

#### **People Responsibility:**

*People include co-workers, workers in other areas or agencies and the general public.*

Serves others such as customers, attends to their requests and exchanges information with them.

#### **Asset Responsibility:**

*Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible.





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### **Mathematical Requirements:**

*Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.*

Uses addition and subtraction, multiplication and division and/or calculates ratios, rates and percents.

### **Communications Requirements:**

*Communications involves the ability to read, write, and speak.*

Reads routine sentences, instructions, regulations, procedures or work orders; writes routine sentences and completes routine job forms and incident reports; speaks routine sentences using proper grammar.

### **Judgment Requirements:**

*Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.*

Responsible for very few decisions, affecting only the individual; works in a very stable environment with clear and uncomplicated written/oral instructions.

### **Complexity of Work:**

*Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.*

Performs skilled work involving rules/systems with almost constant problem solving; requires normal attention with short periods of concentration for accurate results and occasional exposure to unusual pressure.





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### **Impact of Errors:**

*Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.*

The impact of errors is moderately serious – affects work unit and may affect other units or citizens.

### **Physical Demands:**

*Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Equipment Usage:**

*Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.*

Handles or uses computer or work aids involving little or no latitude for judgment regarding attainment of a standard or in selecting appropriate items.

### **Unavoidable Hazards:**

*Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.*

None.

### **Safety of Others:**

*Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public.*





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Requires responsibility for the safety and health of others and for occasional enforcement of the laws and standards of public health and safety.

### **Minimum Education and Experience Requirements:**

Requires High School graduation or GED equivalent.

Requires three years clerical experience involving public contact and customer service, preferably including one (1) year of clerical figure work experience.

### **Special Certifications and Licenses:**

None.

### **Americans with Disabilities Act Compliance**

The City of Petersburg is an Equal Opportunity Employer. ADA requires the City of Petersburg to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

