



## **CUSTOMER SERVICE REPRESENTATIVE**

**DEFINITION:** Under general supervision, performs work of routine difficulty while providing professional, quality customer service that consistently meets or exceeds the needs of the customer, including performing a wide variety of communication-related tasks; receiving complaints and requests for services from citizens and reviewing, assessing and monitoring requests for service, recording, filing, and processing data as required; performs related work required.

### **EXAMPLES OF DUTIES:**

Communicates with customers, employers or other individuals to answer questions, gather information, reconcile discrepancies, handle complaints and facilitate collections

Serve as an information resource to general public. Locate requested information through additional sources.

Answers questions regarding city services, payments or account balances for internal and/or external customers.

Performs clerical duties associated with customer service and general billings, which may include utility billing, parking tickets, false alarms, metro tax, business licenses, and other miscellaneous billings as necessary; acts as cashier back up.

Uses appropriate electronic and software applications to record and reconcile customer service needs and to accurately process billings and payments in adherence to City ordinances and procedures.

Gathers, assembles, tabulates proofs, extends, balances, summarizes, and posts fiscal and customer service related data.

Inputs and schedules work orders for city services as defined by the customer need.

Performs general office duties such as filing, typing, data entry, answering the phone, and sorting and distributing mail; operates a wide variety of office equipment including but not limited to, a multi-line phone, fax, copier, personal computer, and two-way radio.

Total cash receipts when required; may calculate and prepare daily bank deposit.

Attend required staff meetings.

Testify at adjudication hearings, when necessary.

May assist with training new clerical personnel.



Performs other duties as required.

### **DESIRABLE KNOWLEDGE AND SKILLS:**

To perform the job successfully, an individual should demonstrate the following competencies:

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification.

**Teamwork** - Contributes to building a positive team spirit.

**Skill in performing basic accounting practices and of basic arithmetic calculations and in accurately using calculator, and billing and posting machines.**

**Knowledge of:** customer service principles and practices, various City services, office terminology and procedures, the operation of office equipment and machines and personal computers. Knowledge of MS Office Suite or other word processing, spreadsheet and data base software standard that may be adopted by City departments. Knowledge of business English, spelling and accounting practices. Ability to maintain the confidentiality of communications, files and documents.

### **WORKING CONDITIONS & PHYSICAL DEMANDS**

Work is performed primarily in an office setting with occasional walking, standing, lifting, bending, or minimal physical activities carrying items up to 25 pounds. Many tasks may have set deadlines and involve volume processing. Work is reviewed through the department's quality assurance program for accuracy, policy compliance, customer service abilities and completeness. Some driving may be involved.



**SUGGESTED TRAINING AND EXPERIENCE:**

High School Diploma or G.E.D. Three (3) years of office clerical/customer service experience, with experience in the use of a personal computer, or any equivalent combination of training and experience. Must have one (1) year cash handling experience.

**NECESSARY SPECIAL REQUIREMENTS**

In those positions where driving is a part of the job duties: Valid Illinois Driver's License

Ability to work well with the general public.

Ability to maintain reasonable and predictable attendance.

Residency requirement: Classified employees hired after January 1, 1984 may live anywhere in Winnebago County or anywhere within an area fifteen (15) miles from the Public Safety Building within six (6) months of their date of completion of probation. Employees hired prior to January 1, 1984 shall be subject to their conditions of employment in effect at that time.