

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: CUSTOMER SERVICE REPRESENTATIVE II

DATE: 7/1/2022

JOB CODE: 21734

FLSA STATUS: NON-EXEMPT

UNIT REPRESENTATION: GENERAL

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under direct supervision, to perform the more difficult and responsible public contact, record keeping and Central Cashiering work related to the operational, financial and commercial records of the water utility; to provide a wide range of information and services to utility customers; to work as assigned in Billing & Collections, and Customer Service and Cashiering sections; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

The class of Customer Service Representative II is the intermediate working level in the customer service series. Supervision is received from a Customer Service Supervisor or Billing and Collection Supervisor; lead direction may be received from a Customer Service Lead Representative.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and all City and Department staff;
- Perform specialized public contact and responsible record keeping, work as assigned including customer service, billing and collections and cashiering;
- Perform difficult records research assignments requiring thorough understanding of records and processes;
- Calculate customer account adjustments; record and maintain documentation of charges to special projects;
- Dispatch work orders to field crews;
- Select, review, and submit customer accounts for delinquency shut off due to non-payment of past due balance;
- Receive work orders from customer service staff and organize by priority and location;

- Review and verify cashiering batches, total, and balance receipts;
- Balance cash and mail receipts to control figures;
- Operate remittance system to accept payments, batch and total payment stubs, balance same;
- Balance cash drawer, counting cash in drawer, running totals of checks, and balancing with receipts;
- Operate calculator, money counter, letter opener, photocopier, mail opener, and related equipment;
- Process Request for Information (RFI) applications, issue work orders, collect fees;
- Provide training to Customer Service Representatives I and Part-Time Customer Service Representatives;
- Process applications and enter work orders for fire hydrant meters;
- Perform the full range of duties of a Customer Service Representative III during absences and vacations;
- Routinely adhere to and maintain a positive attitude toward City and Department;
- Perform all of the duties of Customer Service Representatives I as required;
- Provide information on current water conservation regulations;
- Perform related work as required.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Fundamental principles of public relations;
- Modern office equipment and procedures;
- English usage;
- Business math;
- Accurate record keeping methods;
- Water utility customer service procedures practices and regulations;
- Cash remittance system software.

Ability to:

- Perform responsible, specialized customer service clerical work related to customer records, billing and posting and cashiering;
- Deal effectively with customers both in person and over the telephone;
- Deal effectively with irate customers and maintain composure while working under stress;

- Endure up to 9 hours of daily telephone contact with customers;
- Understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances without immediate supervision;
- Operate a computer keyboard accurately;
- Maintain accurate records;
- Speak clearly and concisely;
- Exercise good judgment, flexibility, and sensitivity in response to changing work situations and needs;
- Write legibly;
- Operate a computer terminal accurately and efficiently;
- Understand and carry out oral and written instructions;
- Establish and maintain effective relationships with those contacted in the course of work.
- Follow established cash handling procedures and guidelines;
- Work under moderate to high stress conditions;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Departments and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Graduation from high school or GED/ equivalent,
And

Experience: Two years of recent public customer service work in billing, cashiering, or establishing and maintaining records of customer accounts. Typing at 30 wpm is required.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid California Class "C" driver's license may be required upon application depending on assignment. Note: For out of state applicants, a valid driver's license is required and a valid California Class "C" driver's license must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Work involves exposure to potential physical harm, hazardous chemicals, and infectious disease. There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Incumbents require sufficient mobility to work in an office setting and operate office equipment, transport materials and supplies weighing up to 25 pounds, and to travel to various locations. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed

documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Customer Service Representative II
To: Customer Service Lead Representative

Job Description:

BOWC Approved:

Rev:

8/19/1986

10/7/1986

7/20/1993

6/18/1996

8/21/2007

6/28/2022

Testing Standards: App Review/ Supp App Review/Typing 30 wpm