

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: BILINGUAL CUSTOMER SERVICE REPRESENTATIVE I

DATE:	7/1/2022	JOB CODE:	21737
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 entry level and/or routine duties of the customer service unit; serve as the first line of customer support, responsible for providing information, addressing complaints and customer requests; process and handle payments, in person, online, by phone, or mailed transactions; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

The class of Bilingual Customer Service Representative I is an entry and working level in the customer service series and provides bilingual services for Spanish-speaking customers. Supervision is received from a Customer Service Supervisor or Billing and Collection Supervisor; training is received from supervisors and Customer Service Representatives II and Customer Service Lead Representatives; lead direction may be received from Customer Service Lead Representative.

Incumbents will receive \$0.50 per hour added to their base hourly rate.

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 City and Department staff;
- Perform specialized public contact and record keeping work, as assigned, including customer service, billing and collections, and cashiering;
- Take turn-on and turn-off orders for utility service by telephone, correspondence online, and in person;
- Establish deposits from written guidelines for new and current utility users;

- Process and enter work orders for various tasks and customer needs, interacting with customers and coordinating with the billing, field and meter services, distribution, and sewer collections units;
- Research and resolve a wide range of problems, such as restoration of service, billing errors, low pressure complaints, meter leaks, hazards, and delinquency;
- Process applications and issue work orders for fire hydrant meters;
- Access computer database records. for account balances, account numbers, meter numbers, and credit history;
- Receive, open, and distribute mail;
- Receive payments over the counter for water and miscellaneous payments;
- Sort mail receipts into bundles, open mail, record account numbers on checks, verify date, written legal amount, and signature on checks;
- Return improperly completed checks to customer address after attempted contact;
- Operate remittance system to accept payments, batch and total payment stubs and balance same;
- Batch, total, and balance receipts;
- Balance cash and mail receipts to control figures;
- Answer telephone;
- Operate calculator, money counter, letter opener, photocopier, mail opener, and related equipment;
- Balance cash drawer, counting cash in drawer, running totals of checks and balancing with receipts;
- Verify cash authenticity using established procedures;
- Research billing problems and submit request for adjustment where appropriate;
- Provide routine information to public, refer callers to proper person, transfer calls and take messages;
- Provide the full range of customer service functions and services in Spanish to Spanish-speaking customers;
- Provide support and assistance in staffing the Department's main phone line;
- Routinely adhere to and maintain a positive attitude toward City and Department goals;
- 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;
- Methods and procedures for receiving, processing and accounting for funds received in the mail or over the counter;
- Spanish terminology relating to water customer service.

Ability to:

- Deal effectively with customers both in person and over the telephone;
- Endure up to 9 hours of daily telephone contact with customers;
- Understand pertinent procedures and functions quickly and use variety of circumstances without immediate supervision;
- Operate a computer keyboard accurately;
- Maintain accurate records;
- Speak clearly and concisely in English and Spanish;
- Write legibly;
- Understand and carry out oral and written instructions;
- Speak and understand Spanish to effectively communicate with Spanish-speaking customers;
- Establish and maintain effective relationships with those contacted in the course of work;
- Exercise good judgment, flexibility, and sensitivity in response to changing work situations and needs;
- Follow established cash handling procedures and guidelines;
- Lift 10 – 25 pounds in normal duties;
- Work under moderate to high stress conditions;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Graduation from high school or GED/equivalent,

And

Experience: One year of recent customer service work involving public contact in person or over the telephone. Typing at 30 wpm is required.

NECESSARY SPECIAL REQUIREMENTS

Successful completion of the Spanish bilingual test administered by Water Department Human Resources.

Possession of a valid Class "C" California driver's license may be required depending on assignment. For out of state applicants, a valid driver's license is required and a valid Class "C" California 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: Bilingual Customer Service Representative I

To: Customer Service Representative II
Bilingual Customer Service Representative II

Job Description:

BOWC Approved:

11/2/2010

Rev:

6/28/2022

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