

CITY OF BURBANK

CUSTOMER SERVICE REPRESENTATIVE III

DEFINITION

Under direction, to serve as a lead Customer Service Representative for the Customer Service & Marketing Division of Burbank Water and Power; to perform a variety of complex customer service duties; and perform related work as required.

ESSENTIAL FUNCTIONS

Serves as a lead to other Customer Service Representatives in a customer care section including: billing, call center, cashiering, credit, collection, marketing, and field services; manages customer interactions in person, via e-mail, fax, and telephone; resolves complicated and escalated customer inquiries; addresses customer concerns regarding their municipal services account, billing, programs, and City services; calculates and processes adjustments and corrections to customer accounts; understands system dependencies and relationships to determine cause and effect of issues; accesses various databases and software applications to resolve customer service, billing, and payment issues; accepts bill payments and issues receipts; makes appropriate payment extensions; accepts and prepares applications for utility services; handles cash, balances a cash drawer, and prepares deposit slips of cash and checks; coordinates with other departments for delivery of service; responsible for complex and confidential clerical functions requiring discretion and specialized knowledge; recommends procedural changes for operational improvements; reviews and edits outgoing materials for clarity, correct spelling, punctuation and grammar, proper form, and completeness; explains billing rates and difficult procedures; interprets internal regulations; promotes City programs and services; may supervise, train, and evaluate employees; performs functions of Customer Service Representative I and II.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – cash accounting procedures; principles of billing, credit, and collection; basic principles of customer service and utility services; basic research methods and analytical techniques; basic arithmetic; methods of receiving and accounting for payments; good customer relations practices; proper English usage, spelling, grammar, and punctuation in order to effectively perform the essential functions of this classification (this is not a language restriction as defined in California Government Code Section 12951).
- Skill in – planning and organizing; accuracy and integrity in handling cash; handling conflict effectively; assisting customers with tact and empathy; and prioritizing multiple tasks; utilizing computers and related software.
- Ability to – lead and train others; work with frequent interruptions; organize and maintain record keeping systems; understand, interpret and explain a wide variety of oral and written technical procedures and policies; perform assigned office tasks; read and record figures accurately; make calculations rapidly and accurately; understand and explain utility rates; understand and carry out oral and written directions; conduct basic research and data analysis; perform basic mathematical computations; maintain confidentiality; communicate effectively, both orally and in writing; keep financial and statistical records; count cash rapidly and accurately; establish and maintain effective working relationships.

CUSTOMER SERVICE REPRESENTATIVE III

Education & Training: High school graduation or equivalent and three years of recent experience in customer contact work, and one year of recent experience in operational technology, a call center, cashiering, or financial clerical work.

License & Certificates: Type accurately from clear copy at a speed of 40 net words per minute.

SUPPLEMENTAL INFORMATION

A valid California Class "C" driver's license or equivalent may be required at time of appointment.