

CITY OF BURBANK

CUSTOMER SERVICE REPRESENTATIVE II

DEFINITION

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

ESSENTIAL FUNCTIONS

Works in a customer care section including: billing, call center, cashiering credit, collection, marketing, and field services; interacts with the public in-person, via e-mail, fax, and telephone; responds to customer inquiries about municipal services accounts, billing, payments, programs, and City services; verifies customer account and service status; accesses various databases and software applications to explain services and charges; explains procedures, programs, regulations, and rates; handles cash; accepts bill payments and issues receipts; balances a cash drawer and prepares deposit slips of cash and checks; makes appropriate payment extensions and payment arrangements; maintains and files service requests; assists with basic research and data gathering and analysis; recommends procedural improvements; promotes City programs and services; processes paperwork for high-bill investigations; accepts and prepares customer applications and closing orders for utility services; determines consumption; reports customer concerns; reviews periodic reports for accuracy; prepares reports using discretion to correct discrepancies; files miscellaneous documents; processes data rejected by the computer; may train and supervise employees; performs functions of Customer Service Representative I.

MINIMUM QUALIFICATIONS

Employment Standards:

- Knowledge of – basic principles of customer service and utility service; cash accounting; procedures and principles of billing, credit, and collection; basic arithmetic; alphabetizing, indexing, and filing; 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 –accuracy and integrity in handling cash; assisting customers with tact and empathy; utilizing computers and related software.
- Ability to – organize and maintain record keeping systems; perform assigned office tasks; make calculations rapidly and accurately; understand and carry out oral and written directions; perform basic mathematical computations; understand and explain utility rates; communicate effectively, both orally and in writing; understand and explain written material, policies, rules and regulations; work with frequent interruptions; conduct basic research and data analysis; handle conflict effectively; maintain confidentiality; establish and maintain effective working relationships.

Education & Training: High school graduation or equivalent and two years of recent experience in customer contact work or one year in the operation of data entry equipment.

License & Certificates: Type accurately from clear copy at a speed of 35 net words per minute.

SUPPLEMENTAL INFORMATION

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