

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

PRINCIPAL CUSTOMER SERVICES REPRESENTATIVE - 1722

DEFINITION:

Under direction, to plan, direct, and coordinate, through subordinate supervisors, several clerical work units performing specialized and complex water and sewer customer service activities in a centralized Public Utilities' Customer Services Section; and performs related work.

*** EXAMPLES OF DUTIES:**

- Plans, directs, and coordinates, through subordinate supervisors, the day-to-day operations of several clerical work units in a centralized Public Utilities' Customer Service Section;
- Investigates and resolves complex and sensitive customer complaints;
- Reviews problem accounts and determines appropriate action required;
- Attends departmental meetings to discuss organizational and procedural problems and resolutions;
- Responds to route slips;
- Summarizes and prepares final reports of statistical and technical data maintained by subordinates;
- Monitors budget expenditures and informs superiors of status;
- Interprets departmental policies and procedures to employees and the public;
- Develops practices, policies, and procedures for work units supervised;
- Selects, trains, and evaluates work performance of subordinates;
- Resolves personnel and disciplinary problems;
- Conducts minor research studies and prepares reports;
- Coordinates work with other department units and/or divisions.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

Four years of full-time clerical experience, including one year of experience supervising a clerical staff performing customer service information for a water utility agency.

- * **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.