

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SENIOR CUSTOMER SERVICES REPRESENTATIVE - 1860

DEFINITION:

Under direction, to supervise the work of a group of Customer Services Representatives performing water and sewer customer service activities in a centralized water utilities customer service section; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the first-level supervisory class in the Customer Services Representative series. Incumbents of this class typically supervise a collections, billing, or customer information unit.

* **EXAMPLES OF DUTIES:**

- Plans, directs, and supervises subordinates performing customer service activities involving water service information, collections of utilities accounts, and the verification, adjustment, and processing of residential, government, and commercial water bills;
- Interprets and enforces provisions of the Municipal Code and City and departmental rules and regulations related to the section's work activities;
- Answers public inquiries and initiates field investigations;
- Develops and updates procedures for the work unit;
- Troubleshoots work unit problems and provides technical guidance, expertise, and training;
- Resolves the more complex and sensitive account and public relations problems;
- Researches and corrects processing errors;
- Compiles workload statistics for the work unit;
- Maintains quality control by spot checking work performed by subordinates;
- Selects, schedules, trains, counsels, and rates the work performance of subordinates;
- Maintains records and prepares reports;
- May participate in the work of subordinates.

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>.

- * **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.

Three years of full-time clerical experience, including one year of experience performing one the following: working in a call center making inbound and outbound calls; performing at least two of the following customer service functions as primary job duties: providing utility information to the public regarding services offered; researching, reconciling, and resolving billing inquiries; performing initial delinquent accounts collection work; processing applications for service; troubleshooting technical issues for customer accounts; or responding to inquiries and complaint from the public; or processing remittance payments in a centralized billing system. Ability to type at a corrected speed of 30 net words per minute.