

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
CUSTOMER SERVICES REPRESENTATIVE

DEFINITION:

Under general supervision, to perform specialized and complex customer service work in a centralized utilities customer services section; to research and resolve billing problems; to process new service and service restoration requests; to respond to general water customer inquiries and complaints, and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the fully experienced or journey level class within the Customer Services Representative series. These positions are only found in a centralized Water Utilities Customer Services Section. In a training capacity, positions classified at this level may be underfilled with a Clerical Assistant I or II in accordance with the City's Career Advancement Program.

* **EXAMPLES OF DUTIES:**

- Responds to inquiries from the public regarding the initiation and/or termination of water service;
- Researches and resolves billing complaints;
- Takes applications for water turn-ons and turn-offs;
- Reconciles and adjusts customer accounts;
- Researches delinquent accounts;
- Initiates field investigations and explains results to customers;
- Researches credit records to determine whether deposits are required or extensions should be granted;
- Verifies payment and credit information;
- Performs collection efforts on delinquent accounts;
- Establishes payment schedules for delinquent accounts;
- Processes bankruptcy dismissals;
- Queries and posts information to computerized records;
- Explains departmental billing and collection policies and procedures to customers.

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 Announcement for updated minimum qualifications.

One year of clerical experience including six months of experience performing a variety of Water Utilities Customer Services duties such as processing applications for service, responding to inquiries and complaints from the public regarding the initiation or termination of service, researching and reconciling billing inquiries, and performing initial delinquent account collections work.

- * **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.