

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

PRINCIPAL CUSTOMER SERVICES REPRESENTATIVE

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 Water 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 Water 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 Announcement for updated minimum qualifications.

Four years of clerical experience including one year of experience supervising a clerical staff performing customer service information, billings and collection work 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.