

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

SENIOR CUSTOMER SERVICES REPRESENTATIVE

DEFINITION:

Under direction, to supervise the work of a group of Customer Service 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, 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;
- Resolves the more complex and sensitive account and public relations problems;
- Researches and corrects processing errors;
- Compiles work load 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 Announcement for updated minimum qualifications.

Three years of clerical experience, including one year of experience performing customer service information, billing, or collections work for a water utility agency; **OR** at least two of the following customer service functions as primary duties: providing information to the public, researching and reconciling billing inquiries, and performing initial delinquent accounts collection work. Ability to type at a corrected speed of 30 net words per minute.

- * **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.