



JOB DESCRIPTION

Customer Service Lead Representative

Date Prepared: July, 2014

SUMMARY: Under general supervision, provides daily work direction to customer service staff; manages customer accounts; may serve as the Customer Service Supervisor in their absence; and perform related duties, as required.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Direct, train, instruct, and oversee the daily performance of customer service staff; assist manager with employee evaluations.
- Meet with customers to respond to and resolve customer complaints and conflicts; use patience and courtesy in dealing with the public.
- Research and review accounts for accuracy; prepare reports and process orders to discontinue water utility service; compile customer information for vacancies; verify the status of meters; research property ownership.
- Coordinate meeting, training, and daily activity schedules for all customer service staff.
- Respond to emergency situations.
- Assist and develop payment plans and extensions for customers with delinquent accounts; verify and approve customer account adjustments.
- Implement billing software and software updates; provide training and instruction to staff; test accounts for accuracy; complete forms and perform data entry information into the billing system.
- Assist in the interpretation and implementation of City resolutions, ordinances, department policies, goals strategies, and programs.
- Participate in City committees and meetings concerning customer service.
- Prepare and maintain departmental procedures.
- Maintain and control all aspects of supply inventory for Customer Service Division.
- Perform the work of customer service staff as needed to accomplish work goals.
- Maintain confidentiality of work-related issues and City information.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma OR GED equivalent; AND five years of customer service/billing experience, INCLUDING two years of experience in a lead or supervisory capacity OR an equivalent combination of education, training, and experience.

Knowledge of:

- City policies and procedures.
- Principles and practices of effective employee supervision.
- Financial account record keeping.
- General accounting and bookkeeping principles and practices.
- Billing procedures and practices.
- Customer billing and collection procedures and practices.
- Principles and practices of effective customer service.
- Pertinent municipal codes, policies, procedures, ordinances, rules, regulations, and resolutions.
- Water district maps.
- Principles and practices of project management.

Skill in:

- Using initiative, discretion, and judgment within established procedures, guidelines, and rules.
- Defining problems, establishing facts, and drawing valid conclusions.
- Managing situations requiring diplomacy, fairness, firmness, and sound judgment.
- Directing the work of others.
- Applying city, state, and federal policies, laws, and regulations.
- Performing basic mathematical calculations.
- Researching and developing practical solutions to customer issues or problems.
- Multi-tasking and performing efficient time management.
- Providing efficient customer service.
- Communicating effectively, both verbally and in writing.
- Operating a personal computer and various software applications.
- Establishing and maintaining cooperative working relationships with managers, supervisors, employees, vendors, customers, and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

- Must possess a minimum of a valid California Class “C” driver’s license upon hire and maintain throughout the length of employment with the City of Victorville.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in a business office environment. Physical demands are light, consisting primarily of sitting, standing, and walking. Must be able to lift up to 50 pounds. Incumbent must be able to see and hear in the normal range with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and must be willing to work an irregular schedule, which may include weekends or evenings.

Department Head Approval

Date

Personnel Officer Approval

Date