

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

CUSTOMER SERVICES REPRESENTATIVE - 1394

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;
- Processes services and restoration requests;
- Takes applications for water turn-ons and turn-offs and reports water system repair issues;
- 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

- * 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.**

recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

One year of full-time clerical experience, which must include a minimum of six months of full-time customer service experience in a high-volume customer services section performing one of the following: working in a call center making inbound and outbound calls; processing remittance payments in a centralized billing system; or in a job 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; troubleshooting technical issues for customer accounts; or responding to inquiries and complaints from the public regarding utility services.