



CITY OF CAMARILLO

Senior Customer Service Specialist

Job Code: 623

FLSA: Non-Exempt

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Leads, oversees, and participates in more complex and difficult customer service and clerical accounting work involved in performing a range of duties in support of the City's utility billing and cashiering functions and program areas; handles high volume of calls, as the customer service call center for the City; responds to more difficult requests for information and provides assistance to customers, the general public, and other City staff and departments; and performs a variety of technical tasks relative to assigned areas of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Leads, plans, trains, and reviews the work of staff performing a variety of responsible customer service, clerical accounting, and office support duties including utility billing, cashiering, call center, payment processing, and collection activity for delinquent accounts functions and activities; participates in performing the most complex work of the unit.
2. Trains assigned employees in their areas of work including customer service, utility billing, collections, cashiering, and payment processing methods, procedures, and techniques.
3. Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
4. Answers questions and assists staff in resolving customer account problems; provides information regarding rates and City policies.
5. Participates in the development of unit policies and procedures; maintains procedure manuals including for cashiering, utility billings; collections, and first on phones; maintains current water, sewer, and refuse ordinances or resolutions/rates at each desk.
6. Performs the full range of Customer Service Specialist duties; performs the more difficult and complex work of the unit; serves as acting Customer Service Supervisor as necessary.
7. Responds to public inquiries in a courteous manner; provides a variety of information on City services and activities to customers and members of the general public; researches status and provides information on customer accounts as requested; resolves complaints in an efficient and timely manner.
8. Reviews and processes new account listing from other water districts; updates account records for refuse and/or refuse and sewer accounts.

CITY OF CAMARILLO
Senior Customer Service Specialist (Continued)

9. Coordinates with other departments to update and maintain accounts and services.
10. Reviews and processes sewer permits and building and safety inspection forms to update utility services.
11. Sets up and adds new meters into the financial system.
12. Follows-up on locations that have services but not customers; researches the internet or records at the County Assessor's office; contacts new customers to sign up for service.
13. Reviews returned mail; processes returned mail or distributes to appropriate staff for correction and/or appropriate action.
14. Prepares charge letters to customers when customer fails to provide account number.
15. Reviews and processes bankruptcy notices; follows-up with collection desk regarding customer status; processes active accounts; prepares and sends necessary correspondence.
16. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a customer service program.
- Principles, procedures, and methods used in the performance of utility billing, collections, cashiering, and general office duties.
- Principles of lead supervision and training.
- Principles and procedures of financial record keeping and reporting.
- Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
- Basic mathematical principles.
- Customer service techniques, practices, and principles.
- Methods and techniques of proper phone etiquette.
- English usage, spelling, grammar and punctuation.
- Business letter writing and basic report preparation.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheet, and database applications as well as financial and statistical software.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Lead, organize, and review the work of staff.
- Independently perform the most difficult customer services, clerical accounting, and office support duties and activities in support of the utility billing, collections, and cashiering functions and program areas.
- Understand the organization, operation, and services of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand and apply pertinent laws, codes, and regulations as well as organization and unit rules, policies, and procedures with good judgment.
- Perform a variety of accounting, fiscal, and statistical record keeping duties including to prepare, maintain, and reconcile a variety of records and files.

CITY OF CAMARILLO
Senior Customer Service Specialist (Continued)

Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
Compile a variety of information and records and exercise good judgment in maintaining information, records, and reports.
Participate in the preparation of a variety of administrative and financial reports.
Read, understand, and review documents for accuracy and relevant information.
Operate and use modern office equipment including a computer and various software packages.
Adapt to changing technologies and learn functionality of new equipment and systems.
Use applicable office terminology, forms, documents, and procedures in the course of the work.
Type and enter data at a speed necessary for successful job performance.
Understand and follow oral and written instructions.
Maintain composure and exercise good judgment when answering demanding questions.
Utilize public relations techniques in responding to inquires and complaints.
Handle day-to-day operational problems and tasks that arise simultaneously and/or unexpectedly.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective professional working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. Additional specialized training or college level course work in accounting, business administration, or a related field is highly desirable.

Experience:

Three years of increasingly responsible clerical accounting, billing, and collections experience in a customer service environment.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions; work is fast paced with multiple deadlines.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.