

**CITY OF POMPANO BEACH
CLASS DESCRIPTION**

JOB CODE 238

CUSTOMER SERVICE REPRESENTATIVE

GENERAL

Moderately difficult clerical work in handling customer complaints and providing information. Work is performed under direct supervision.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Investigates customer complaints concerning services and billings.
- Examines bills, meter readings and related records to determine validity of customer complaints.
- Notifies customers and appropriate personnel of findings and/or adjustments. May follow-up on actions taken to insure customer satisfaction.
- Write letters to businesses and customers in response to inquiries. Arranges for special pick-ups.
- Contacts service workers regarding complaint work.
- Processes new deposit requests for water, sewer and garbage accounts. Inputs data via CRT. Sorts mail, processes work orders and service orders.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of utility billing, municipal laws, policies and practices. Knowledge of bookkeeping and clerical principles and methods. Ability to use data processing ledgers, and other documents and registers to retrieve information. Ability to compose correspondence. Ability to communicate with irate customers in a courteous manner. Ability to type and operate CRT.

MINIMUM QUALIFICATIONS

Graduation from high school or possession of an acceptable equivalency diploma. Experience in utility accounting and with mechanized records.
A comparable amount of training and experience may be substituted for the minimum qualifications.

PHYSICAL REQUIREMENTS

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

SPECIAL REQUIREMENTS

None.

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.