

**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 in the Finance Department.

**EXAMPLES OF ESSENTIAL DUTIES**

*The examples as listed are descriptions of essential functions and are not necessarily all inclusive. The omission of an essential function of work does not preclude management from assigning duties not listed herein. Assigned duties, which are essential function of work not listed herein, are permissible if such functions are 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.
- Sort the mail on a daily basis.
- 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.
- How do you use software/applications in this job?
- 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.
- Ability to establish and maintain effective working relationships.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all city ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.
- Ability to establish and maintain effective working relationships with the general public, co-workers, city officials and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability or political affiliation.

- Ability to maintain regular and punctual attendance.

### **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 technological items such as a personal computer (PC), calculator, copier, and fax machine (not limited to these). No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, pushing, and pulling.

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

**Rev.** 12/16

**Bargaining Unit:** Bargaining

**FLSA:** Non-Exempt

**Classification:** 17/42

**Location:** Finance Department

**GERS:** Bargaining