



Customer Service Representative II

Customer Service – Electric

Starting Salary: \$25,740.31

JOB SUMMARY

This position provides assistance to the public in matters involving customer utility accounts.

MAJOR DUTIES

- Answer telephones; provides information and assistance.
- Processes and resolves customer inquiries and complaints; prepares related service orders; contacts customers to provide information concerning service order results.
- Calculates and applies account credits and adjustments.
- Compiles data for audits and monthly reports.
- Prepares correspondence in response to complaints, questions and concerns.
- Processes work-off non-pay inactive accounts (WONPIA).
- Completes utility analysis requests.
- Expedites customer payments via telephone.
- Assists customers in establishing online accounts.
- Assists in the training of junior personnel.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of customer service principles.
- Knowledge of utility billing principles and practices.
- Knowledge of department policies and procedures.
- Skill in the operation of computers and job-related software programs.
- Skill in the provision of customer services.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Assistant Customer Service Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include city and department policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is assist customers with matters related to utility accounts. Success in this position contributes to the efficiency and effectiveness of department operations.

CONTACTS

- Contacts are typically with co-workers, other city employees, and members of the general public.
- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table. The employee occasionally lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- High School diploma or GED.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with having had a similar position for one to two years.

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