

## **CUSTOMER SERVICES REPRESENTATIVE II**

### Definition:

Under minimal supervision, employees in this class are assigned to Customer Services duties (both telephone and over the counter), collections, new business development or billing duties and related work.

### Distinguishing Characteristics:

This position is a full journey-level class within the Customer Services Representative series. Employees within this class are distinguished from the Customer Service Representative I by years of experience and by the demonstration and performance of the full range of duties in the Customer Services Department. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating policies and procedures of the department. This class is flexibly staffed with Customer Services Representatives and promotion is based on, initiative, acquired skills, and sustained quality performance of higher level assignments in the department. This position works inside an office environment, sits for long periods; occasionally lifts and carries up to 35 pounds; frequently uses a personal computer for long periods and uses the telephone frequently. Close and far vision is required

### Examples of Duties:

- completion of water availability requests;
- maintenance and completion of pipeline extension requests and files;
- assist with improvement district formation, variance requests, and Water Connection Charges (WCC) requests;
- analyze potential technical software billing, payment and collection issues;
- perform complex billing calculations and processes;
- assist with the training of Customer Service Representatives I;
- prepare and present monthly data reports, and other technical duties related to the above.

### Qualifications:

### Knowledge of:

- Agency operations, facilities, policies and procedures, and other related federal, state and local laws;
- Agency's software application sufficient to train others in its use;

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### Ability to:

- investigate, use considerable independent judgment and problem solving to resolve and/or process customer queries, requests, and/or concerns;
- train others and monitor training follow-up;
- interpret and utilize county parcel maps and Agency system maps;
- prepare procedure and training outlines
- assist and review the work of new employees;
- perform complex mathematical calculations quickly and accurately;
- understand, interpret and communicate the Agency rules, regulations, rates and charges;
- principles and procedures involved in the area of assignment.

### Education/Experience:

Sufficient education, training and experience to demonstrate the knowledge, skills and abilities listed above. These would normally be acquired by completion of an Associate's degree in business, two years of general, clerical experience and three years experience in public contact work, utility service or fee collection environment, preferably for a municipal government or other related industry.

### License/Certificates:

Must possess and maintain a valid California driver's license with an acceptable driving record.