

CUSTOMER SERVICE SPECIALIST I

JOB DESCRIPTION

Classification Responsibilities: A Customer Service Specialist I works in one of the following: Customer Service, Revenue Collections Operations, Environmental Management & Sustainability, or the Cemetery.

Business Office Assignment: A Customer Service Specialist I is responsible for dealing directly with the public, in person, in order to process service requests, and receive, tabulate, and balance various payments and/or fines. This class deals primarily with utility account customers (electric, gas, water, wastewater, solid waste, irrigation, and hydrant meters); however, there are times when they deal with customers regarding other City services. Duties include: receiving and applying various payments for utility accounts and other City departments; balancing cash drawers and depositing revenue into appropriate general ledger funds; assisting customers with inquiries/complaints; processing service requests; determining what services are available; checking lease agreements and identifications for accuracy to avoid possible fraud; investigating delinquent accounts for collection of bad debts and making payment arrangements or referring to Credit Services; providing information on pricing of utility rates and fees; educating the customer on conservation tips; and processing changes to accounts such as address and due date changes.

Contact Center Assignment: A Customer Service Specialist I in the Contact Center is responsible for dealing directly with the public, both by telephone and via electronic mail, in order to process service requests, and receive, tabulate, and balance various payments. Employees in this class perform a wide variety of responsible public contact tasks involving journey-level cashiering and/or clerical procedures to provide utility services to customers. Duties include: explaining and interpreting City ordinances, policies, and procedures; billing, collecting, and processing utility accounts (electric, gas, water, wastewater, solid waste, irrigation, and hydrant meters); processing utility service requests; receiving and posting payments for utility accounts, return checks, and late fees; making payment arrangements; providing information on pricing of rates and fees; educating on conservation tips; assisting customers in the resetting of passwords within the on-line system; verifying customer identities and checking credit when necessary; and processing changes to accounts such as address and due date changes. This classification may be assigned to the dispatch area, which involves working with Field Utility Service Specialists to track reconnects and disconnects of utility services. This includes: communicating with the Field Utility Service Specialists regarding their progress and status; notifying Specialists if payment was made to cancel disconnect; notating service orders with any updates from the field; dispatching same day reconnects; and communicating with Specialists regarding any other circumstances that require research or look up in the customers' accounts.

Cemetery Assignment: A Customer Service Specialist I is engaged in dealing directly with the public, both in person and/or by telephone, in order to process service requests for grave spaces and burial services, and receives, tabulates, and balances various payments for services. An employee in this class explains and interprets City policies and procedures related to cemetery services. Duties related to cemetery services include: assisting families or individuals with selecting grave spaces for services or pre-need; explaining requirements for burials; receiving and processing monies for purchased graves and related services; working with mortuaries to schedule interment orders; setting up dates and times for

services; and invoicing mortuaries and marker companies for payment. A Customer Service Specialist I is expected to exercise considerable discretion, judgment, and compassion in handling sensitive public contact, which involves dealing with grieving families and individuals. This class performs related duties as required. This class is supervised by a Cemetery Operations Coordinator who reviews work through conferences, reports, and results achieved.

Environmental Management & Sustainability Assignment: A Customer Service Specialist I duties include, but are not limited to: scheduling the delivery of solid waste services; billing (including mobile home park accounts, roll-off billings, commercial bin billings, and other miscellaneous residential billings such as bulk, special pick up, appliance, etc., and barrel set billing); explaining City services and procedures to customers; responding to customer questions; resolving customer problems; preparing commercial service agreements and roll-off rental agreements; preparing weekly and monthly reports; and assisting with solid waste service audits and other special projects as assigned. Individual job assignments may vary.

Tax Audit and Collections Assignment: A Customer Service Specialist I is responsible for dealing directly with the public in person and over the phone to assist them with City Privilege (Sales) Use Tax, and Transient Occupancy Tax information. This involves: educating and assisting the public in obtaining information on taxes required by the City; interpreting City of Mesa codes, ordinances, and policies regarding tax; and assisting the senior level staff with the processing of taxes. This position assists the Audit and Collections staff in issuing assessments, filing liens, preparing payments for processing through the cashier system; maintaining the tax, licensing, and accounts receivable system; and ensuring tax payments are properly posted. Employees in this class perform a wide variety of responsible tasks involving journey-level clerical procedures to provide tax and collection services to customers. Individual job assignments may vary.

Customer Service Operations or Revenue Collections Operations Assignment: Employees in this classification may progress by noncompetitive promotion to the Customer Service Specialist II class after successful completion of at least one year as a Customer Service Specialist I, meeting the specific criteria-based promotion requirements, and meeting the minimum qualifications of the Customer Service Specialist II classification.

Distinguishing Features: The public contact component of this classification involves: explaining and/or interpreting the City's policies and procedures relevant to the employee's work unit, answering complex questions, and resolving customer and/or citizen problems and complaints. This includes interacting with citizens who are often angry, confused, and/or hostile. Employees in this class are expected to perform day-to-day activities independently within established guidelines and procedures under general supervision. This class is distinguished from other clerical classes with a significant public contact component by the interpretive or procedural nature of the information provided and by the nature (at times tense and unpleasant or confrontational) of the circumstances of the contact. This class is distinguished from the higher-level Customer Service Supervisor by the complexity of duties requiring independent judgment as well as supervisory responsibility exercised by the latter. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Four years of full-time employment as a cashier, teller, or closely-related public contact work requiring typing, filing, and bookkeeping activities.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. None.

Business Office Assignment:

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Four years of full-time employment as a cashier or teller or a combination involving a minimum of two years' full-time experience as a cashier or teller and two plus years' full-time employment involving public contact, bookkeeping and/or accounting experience. Ability to operate a personal computer (PC) and use word processing software. A minimum typing speed of 35 *net* words per minute (nwpm) is also required and will be verified prior to employment or promotion to this class.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Public contact and/or public utility experience is highly desirable.

Contact Center Assignment:

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Four years of full-time employment in customer service work with at least two of the four years answering a high volume of calls. Ability to operate a PC and use word processing software. A minimum typing speed of 35 *net* words per minute (nwpm) is also required and will be verified prior to employment or promotion to this class.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience handling monetary transactions preferred. Public contact and/or public utility experience is highly desirable.

Cemetery and Environmental Management & Sustainability Assignments:

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Four years of full-time public contact experience resolving various levels of customer concerns both on the phone and in person, including some manual or computerized bookkeeping, and/or account-keeping and/or billing experience. Personal Computer (PC) experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience working with grieving families and sales experience are highly desirable. **(Cemetery Assignment)** Use of a multi-line phone system and a two-way radio are highly desirable. **(Environmental Management & Sustainability Assignment)**

Tax Audit and Collections Assignment:

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from high school or GED. Four years of full-time public contact experience resolving various levels of customer concerns both on the phone and in person, including some manual or computerized bookkeeping, and/or accounting/billing experience. Personal Computer (PC) experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Bilingual - English/Spanish.

ESSENTIAL FUNCTIONS

Business Office/Contact Center Assignment:

Communication: Explains policies, procedures, codes, and ordinances pertaining to utility customer services. Prepares written documents and statistical reports with clearly-organized thoughts (using proper sentence structure, punctuation, and grammar) for such purposes as: obtaining information, explaining policy, resolving billing disputes, or tracking work unit productivity. Quotes deposit amounts for customer account maintenance. Communicates with county and state agencies to exchange information regarding locating individuals or financial assistance for utility payments. Explains City policies and procedures concerning required deposits and service fees. Contacts customers regarding potentially delinquent bills. Answers inquiries concerning utilities that have been turned off and outlines procedures necessary for the restoration of service. Contacts banks to verify funds are available in the customer's account. Responds to multiple incoming telephone lines and a high volume of walk-in customers. Interacts in a tactful, confidential, knowledgeable, and courteous manner with customers who may be angry, confused, and/or hostile.

Manual/Physical: Operates a variety of standard office equipment, such as a PC, on-line cashiering system, ten-key calculator, credit card machine, microfiche viewer and/or printer, and electronic coin sorter. Uses a PC to enter spreadsheet information; input credit and billing information; complete on-line transactions; and produce memos, letters, other correspondence, and reports. Enters narrative and numerical information into a computerized billing system to update utility account records. Prepares various forms, and files reports and forms for utility records. Acts as the key operator of the payment remittance-processing machine. Operates the rapid extraction desk to open, sort, and distribute incoming mail. Sorts and distributes mail and computer reports to evenly divide workload among units of Customer Service Operations and Revenue Collections Operations. Processes claims through insurance companies and banks for releases, bankruptcies, and collections of delinquent commercial accounts. Sets up dumpster and roll-off accounts. Serves as relief cashier as needed. Assists in balancing utility cash drawers and general cash drawers. Completes the Daily Cash Report and processes deposits for the City. Sets up time extension agreements to provide the customer time to pay utility bills or deposits. Meets scheduling, attendance, accuracy, and reliability requirements.

Mental: Learns job-related material through on-the-job training regarding changes in policy and procedure, updated office equipment, and public contact skills, in order to utilize these skills in a production environment. Learns to accomplish the following through classroom training and on-the-job application: determine whether a deposit is required and calculates the appropriate deposit amount; evaluate Wastewater Fee Adjustment Forms and recalculate wastewater fees where applicable; determine whether to extend or terminate utility services for customers who are delinquent or in default on payment arrangements; determine, calculate, and process billing adjustments on the Customer Information System (CIS); reconcile daily and monthly reports and exception lists to ensure they are in balance; comprehend all the Customer Information System computer screens and their respective functions; comprehend written and oral requests/complaints from customers in order to properly investigate and resolve the issue in question; and make corrections to customer accounts. Attends to details so that work product is within acceptable limits for accuracy and timeliness.

Cemetery Assignment:

Communication: Communicates with the general public, other City employees, and vendors in order to explain City policies, procedures, and fees concerning interment and related cemetery services. Works with mortuaries to schedule interment orders, and assists families or individuals in selecting grave spaces. Trains subordinates regarding Cemetery office procedures. Prepares written documents in order to communicate or explain to families and mortuaries cemetery policies, price changes, or upcoming events, which may interfere with services. Prepares biweekly and monthly reports relating to cemetery services.

Manual/Physical: Reviews the work products of subordinates to ensure compliance with standard operating procedures. Operates an electric golf cart to transport family members on Cemetery grounds to assist in making grave space selections. Operates a variety of standard office equipment to complete necessary forms and records. Enters information into a PC in order to schedule and document Cemetery sales and services and generate reports. Prepares daily deposits for sales activity. Prepares and/or updates maps, schedules, and similar charts to maintain records of interment activity, pre-need sales, staff coverage, and provide data related to budget preparation. Prepares forms, correspondence, and information for mailing to mortuaries and patrons of the Cemetery. Sorts and distributes incoming mail,

products, and other material (example, markers, plaques, etc.). Performs physical inventories of service guides and price lists for distribution to patrons of the Cemetery. Works in a variety of weather conditions while showing grave spaces to families.

Mental: Plans, organizes, and directs the activities of the Cemetery office operations. Supervises and evaluates the work of subordinate personnel. Prioritizes and assigns work to personnel and prioritizes own work. Resolves problems and complaints referred by subordinate staff. Comprehends written requests and complaints from patrons in order to resolve disputes and make corrections to accounts. Makes adjustments to accounts and authorizes variances due to unusual circumstances. Performs mathematical calculations to prepare billings for customers, and daily deposits. Learns job-related material regarding customer service and software training through on-the-job training.

Tax Audit and Collections Assignment:

Communication: Explains policy, procedure, codes, and ordinances pertaining to Transient Occupancy Tax, Privilege (Sales) and Use Tax, and liquor and miscellaneous license applications. Exchanges information with county and state agencies and other local governing bodies regarding procedures, policies, and code requirements. Provides customers with handouts such as: license applications, related copies of the code, information sheets, sales tax new business listings, a Guide to Opening a Business booklet, and tax collection schedule. Coordinates checkouts with other governmental agencies and City departments. Produces written documents and statistical reports with clearly-organized thoughts (using proper sentence structure, punctuation, and grammar) for such purposes as obtaining information, and explaining policy concerning various taxes and license applications. Responds to phone inquiries by providing information to the public regarding sales tax and licensing requirements, and penalty and interest charges on delinquent accounts. Contacts customers regarding potentially delinquent bills. Trains clerical staff through on-the-job training regarding office procedures, Mesa City Code, Model City Code, and the Arizona Department of Liquor Licenses and Control rules and regulations. Provides information on active license holders to credit companies. Responds to multiple incoming telephone lines and a high volume of walk-in customers. Interacts in a tactful, confidential, knowledgeable, and courteous manner with customers who are angry, confused, and/or hostile.

Manual/Physical: Processes liquor license applications upon receipt from the Arizona Department of Liquor. Operates a variety of standard office equipment such as a copy machine, PC, microfiche printer and/or reader, and a ten-key calculator. Processes applications for general and business licenses, including: auctioneering, bingo, carnival, circus or tent show, fireworks, fortune telling, going out-of-business, park and swap, pawnbroker, peddler, revival, sale of jewelry at public auction, shooting gallery, teenage dance hall, sex-oriented business, and massage therapy establishments. Works with fingerprinting ink and cleaning fluids when fingerprinting general licensing applicants and/or the general public. Uses a PC to enter spreadsheet information; input credit and billing information; complete on-line transactions; and produce memos, letters, other correspondence, and reports. Enters narrative and numerical information into a computerized billing system to update tax and licensing account records. Sorts and distributes mail and computer reports to evenly divide workload among staff in the Licensing Office. Assists in balancing cash drawers. Completes the Daily Cash Report and processes deposits for the City. Meets scheduling, attendance, accuracy, and reliability requirements.

Mental: Learns job-related material through on-the-job training regarding changes in policy and procedure, updated office equipment, and public contact skills, in order to utilize these skills in a production environment. Interprets the Arizona State Statutes, City Code, and Model City Code to inform the public of licenses required for business operations. Performs statistical computation on audit assessments, and for penalty and interest bills and reports. Learns to comprehend all the computer screens and/or software programs specific to the Licensing Office. Comprehends written and oral requests and/or complaints from customers in order to properly investigate and resolve the issue in question and make corrections to customer accounts. Attends to details so that work product is within acceptable limits for accuracy and timeliness.

Environmental Management & Sustainability Assignment:

Communication: Communicates with the general public and other City employees to explain policies, procedures, codes, and ordinances pertaining to Solid Waste Services. Prepares written documents and statistical reports with clearly-organized thoughts using proper sentence structure, punctuation, and grammar to obtain information, explain policy, resolve billing disputes, or track work unit productivity. Provides accurate rate information to customers. Explains City policies and procedures concerning required fees. Interacts in a tactful, confidential, knowledgeable, and courteous manner with customers who are angry, confused, and/or hostile. Responds to a high volume of multiple incoming telephone lines. Communicates with drivers, foremen, inspectors, and other City personnel on a two-way radio system.

Manual/Physical: Operates a variety of standard office equipment such as a PC, fax machine, copier, and calculator. Uses a PC to enter information and produce service requests, memos, letters, and other correspondence and reports. Performs mathematical calculations to resolve problems with customer billings or fees. Prepares various forms, and files reports and forms to maintain Solid Waste records. Sorts and files daily reports and contacts. Assists with Solid Waste Service audits. Prepares monthly mileage reports. Prepares packets of information on Solid Waste Services for schools, homeowner associations, boy scouts, new residents, etc. Assists with annexations. Meets scheduling and attendance requirements.

Mental: Learns job-related material through on-the-job training regarding changes in policy and procedure, updated office equipment, and public contact skills, in order to utilize these skills in a production environment. Verifies daily quality control reports, specialty service scheduling reports, and on/off lists for accuracy. Determines, calculates, and processes billing adjustments. Comprehends written and oral requests and/or complaints from customers in order to properly investigate and resolve the issue in question, and make corrections to customer accounts. Attends to details so that the work product is within acceptable limits for accuracy and timeliness.

Knowledge and Abilities: *(May vary by assignment)*

Knowledge of:

utility customer service and/or tax and licensing practices;
modern office methods, practices, and equipment including PCs and specialized software systems;
basic mathematical principles;

proper format for letters, memos, and other written correspondence;
practices, methods, safeguards, and records involved in revenue or billing processing;
practices, methods, and records involved in the receipt of payments and fees;
computerized records systems used in the area to which assigned; and
basic public relations techniques.

Ability to:

learn and retain information presented during training and to apply the information under general supervision;
communicate ideas and information clearly and concisely, both verbally and in writing;
interact tactfully and courteously with the public to answer procedure questions and resolve complaints;
use a computerized billing system;
interact with coworkers, management staff, and other City employees to establish and maintain effective working relationships;
maintain a high level of attention to detail for quality control purposes;
operate a variety of standard office equipment;
remain calm and professional when dealing with frustrated and/or angry members of the public;
carryout recurring assignments independently and without specific instructions;
learn and apply spreadsheet, word processing, and other work-related computer software; and
maintain the confidentiality of records when pressed for information by the public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 8/16

JO/co/jh

CS3607.DOCX (Full-time)

PAY GRADE: 40

CS3646 (Part-time)

PAY GRADE: 40

EEO-A/S

IND-8810

JOB FCTN-OFF

SWORN-No

INCREMENTS 62-200