

CUSTOMER SERVICE SPECIALIST I

JOB DESCRIPTION

Classification Responsibilities: A Customer Service Specialist I is responsible for working directly with the public, both in person and/or by telephone. Employees in this class explain and interpret City policies, procedures, and City services to customers, respond to customer inquiries, and resolve customer problems and concerns. Depending on assignment, duties may include: processing service requests; receiving, tabulating, and balancing various payments for services; scheduling the delivery of solid waste services; billing/invoicing; preparing commercial service and roll-off agreements; assisting with solid waste service audits; assisting families or individuals with selecting grave spaces; and setting up dates and times for services. This class performs related duties as required.

Cemetery Assignment: A Customer Service Specialist I is responsible for working directly with the public in order to process service requests for grave spaces and burial services. An employee in this class receives, tabulates, and balances various payments for services. Duties 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. Employees in this class are expected to exercise considerable discretion, judgment, and compassion in handling sensitive situations which involve dealing with grieving families and individuals. This class is supervised by a Cemetery Operations Coordinator who reviews work through conferences, reports, and results achieved.

Environmental Management and Sustainability Assignment: A Customer Service Specialist I is responsible for working directly with the public. 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); 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.

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, emotional, and/or unpleasant or confrontational) of the circumstances of the contact. This class is distinguished from the Customer Service Specialist II by the more advanced, difficult, and complex duties performed by the latter requiring a greater degree of independent judgment and decision-making. 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 public contact experience resolving various levels of customer concerns both on the phone and in person, including some manual or computerized bookkeeping, 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 and Sustainability Assignment*).

ESSENTIAL FUNCTIONS

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 others 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 others 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. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and directs the activities of the Cemetery office operations. Supervises and evaluates the work of staff. 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.

Environmental Management and 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:

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 bookkeeping and/or billing;
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 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 emotional, 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 10/18

PK/ya/aa

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