

CUSTOMER SERVICE SPECIALIST II

JOB DESCRIPTION

Classification Responsibilities: A Customer Service Specialist II performs advanced-level duties in support of the Business Office or Contact Center area within Business Services, or in support of the Utility Control Center within Water Resources, or in support of the Environmental Management & Sustainability Department.

Business Office Assignment: A Customer Service Specialist II is responsible for providing advanced-level support in 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 handling escalated customer situations; serving as a lead in the absence of a supervisor; training other staff; completing reconciliation reports; receiving and applying various payments for utility accounts and other City departments; balancing cash drawers and depositing revenue into appropriate general ledger funds; 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. This classification is expected to serve as the subject matter experts in the Business Office, to handle day-to-day decisions with a greater degree of independence by carrying out assignments without detailed instruction or guidance, and is expected to handle the more complex situations.

Contact Center Assignment: A Customer Service Specialist II is responsible for performing advanced-level duties in 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 and/or fines. 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 handling escalated customer situations; serving as a lead in the absence of a supervisor; training other staff; working on special projects; explaining and interpreting City ordinances, policies, and procedures; billing, collecting, and processing utility accounts (electric, gas, water, wastewater, solid waste, irrigation, and hydrant meters); 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 Field 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. This classification is expected to serve as the subject matter experts in the Contact Center, to handle day-to-day decisions with

a greater degree of independence by carrying out assignments without detailed instruction or guidance, and is expected to handle the more complex situations.

Environmental Management & Sustainability Assignment: A Customer Service Specialist II is responsible for providing advanced-level support in dealing directly with the public, in person, by telephone, electronic mail, and formal written correspondence in order to process service requests, receive and tabulate utility rates for new and existing customers and services, work on special projects; explain and interpret City ordinances, policies, and procedures. This classification is responsible for lead duties including training, creating weekly work schedules, reviewing leave of absence requests for Customer Service Specialist Is, and ensuring adequate coverage for the Customer Service area. Other duties include handling escalated customer complaints that are unresolved after initial Customer Service Specialist I personnel contact; using multiple enterprise information systems, databases and spreadsheets; completing research on commercial accounts with unique and complex service issues (including containers/service levels to be increased or decreased based on volume of material); producing, monitoring, analyzing, and communicating various daily/weekly specialized report information for all types of waste and recycling services and other programs to department management and personnel (including scheduled roll-off hauls and available inventory, bulk pick-up availability, special pick-ups, etc.). In addition, this class is responsible for creating and submitting monthly service activity reports (including interdepartmental and commercial customers) with accuracy to ensure department management is informed in a timely manner of services and revenues are reviewed to make operational decisions; communicating effectively with department foremen, supervisors, general public, contractors, and other City departments both by telephone and radio, in order to identify and troubleshoot customer problems or issues, process service requests, and coordinate work. This includes communicating with field staff regarding their progress and status and dispatching same day or emergency services. This classification is expected to serve as the subject matter expert regarding procedures related to the Contact Center, primary point of contact for all department staff supervisors and management, and for handling day-to-day decisions with a greater degree of independence by carrying out assignments without detailed instruction or guidance, and is expected to handle the more complex situations.

Water Resources Assignment: A Customer Service Specialist II is responsible for performing advanced-level duties in dealing directly with field technicians and the general public, contractors, or other City departments, both by telephone and radio, in order to identify and troubleshoot customer problems or issues, process service requests, coordinate work, and dispatch emergencies with field technicians working for Water Resources and Energy Resources Departments. This classification is assigned to the dispatch area, which involves working with field specialists to respond to emergencies or same day service requests involving water, gas, or electric systems. This includes communicating with field technicians regarding their progress and status; dispatching same day or emergency repairs; and communicating with field technicians regarding any other circumstances that require research or look up in Valve Outage, Customer Information System (CIS), Computerized Maintenance Management Software (CMMS), or ArcMap GIS (Geographic Information System) computer software. This classification is expected to serve as primary dispatcher in the Water Resources Utility Control Center dispatch area, to handle day-to-day decisions with a greater degree of independence by carrying out assignments without detailed instruction or guidance, and is expected to handle the more complex situations.

Distinguishing Features: This class is distinguished from the Customer Service Specialist I by the greater degree of independence in handling day-to-day decisions, and in the lower amount of direct supervision received, as well as in demonstrated competencies in higher-level functions. This position may also exercise lead supervision over other Customer Service, Environmental Management and Sustainability, or Revenue Collections Operations staff in the absence of the supervisor (including training, work scheduling, leaves of absence recommendations, and input to performance appraisal forms). This class has significant daily public contact duties distinguished primarily by the nature (sometimes tense and/or unpleasant) of circumstances associated with the contact. The duties of a Customer Service Specialist II are more difficult because of the multiple utilities for which the incumbent must possess knowledge (electric, water, gas, wastewater, solid waste, and irrigation), and/or the requisite knowledge required for field operations, safety requirements, utility rate and fee structures, various programs supported and restricted by other funding sources, and/or tax and licensing laws and requirements. This class is supervised by a Customer Service Supervisor or Utility Control Center Supervisor, through meetings, reports, and conferences regarding quantity, quality, and efficiency of work performed. This class is FLSA nonexempt.

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

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.

Business Office Assignment:

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from high school or GED. Five years of full-time employment as a cashier or teller or a combination involving extensive 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 Qualification. Public contact and/or public utility experience is highly desirable.

Contact Center Assignment:

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from high school or GED. Five years of full-time employment in customer service work involving typing and/or bookkeeping activities, at least two years of which are within a high volume

Contact Center environment, and/or closely-related public contact work that involves receiving and/or tabulating payments and providing information. Requires the 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 Qualification. Public contact and/or public utility experience is highly desirable.

Environmental Management & Sustainability Assignment:

Minimum Qualifications Required. Any combination of training, education, or experience equivalent to graduation from high school or GED. Five years of full-time employment in customer service work involving typing and/or bookkeeping/account reconciliation activities, at least two years of which are within a high-volume Contact Center environment, and/or closely-related public work that involves receiving high-priority service requests from multiple media (phone, radio, email, written correspondence) and providing information. Requires the ability to operate a PC and use word processing software. A minimum typing speed of 35 *net* words per minute 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 supervising/managing peers or subordinates through training, coaching, assigning workload, documenting performance, and reporting regularly to a higher level of management. Two years' experience in dispatching field technicians using a multi-line phone system and a two-way radio. Ability to communicate clearly and effectively using both phone and radios.

Water Resources Assignment:

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from high school or GED. Five years' full-time employment as a utility field technician, utility planner/scheduler, water systems operator, positions working for a public utility involving public contact, or an equivalent position that provides the necessary skills to perform the required tasks.

Special Requirement. Must possess certification as a gas system operator in accordance with 49 Code of Federal Regulations (CFR) within six months of hire or promotion date.

Substance Abuse Testing. This class is subject to DOT Pipeline and Hazardous Materials Safety Administration (PHMSA) drug and alcohol testing as outlined in 49 CFR Part 199.

Preferred/Desirable Qualifications. Two years' experience as a public utility dispatcher or specialized training and experience in dispatching field technicians to water, electric, or gas emergency scenarios using a multi-line phone system and a two-way radio is required. Ability to operate a PC and use computerized databases and Arcmap GIS (Geographic Information System) is highly desirable. Ability to communicate clearly and effectively using both phone and radios.

ESSENTIAL FUNCTIONS

Communication: Interprets and explains City policies and procedures concerning all utility customer services. Prepares written documents and statistical reports using proper sentence construction, punctuation, and grammar in order to effectively express ideas to others; and resolve disputes or track work unit productivity. Modifies standardized letters to accommodate specific and extenuating circumstances of customer's situation. Exercises excellent customer service and communication skills to be able to handle multiple incoming telephone lines and walk-in customers. Interacts with customers who may be angry, confused, and/or hostile in a tactful, confidential, knowledgeable, and courteous manner. Inquires into sensitive personal and financial information to set up utility accounts and determine payment arrangements. Communicates with other City departments, both orally and in writing. Answers questions from employees regarding the computerized Customer Information System (CIS).

Manual/Physical: Operates a variety of standard office equipment including a PC, on-line cashiering system, ten-key calculator, credit card machine, microfiche viewer/printer, and electronic coin sorter. Uses a PC to construct detailed spreadsheets; creates reports; inputs and reviews credit and billing information; completes on-line transactions; and produces memos, letters, and other correspondence. Enters narrative and statistical information into a Customer Information System to update the utility account records and generate various documents and/or reports. Prepares various forms, tabulates activities for statistical purposes, and files reports and forms for utility and other records. Operates and maintains the rapid extraction desk to open, sort, and distribute incoming mail, as assigned. Also responsible for operating and maintaining payment remittance processing machines as assigned. Processes a variety of utility bills and requests regarding high bill complaints, account balances, payments received, updated customer information, payments on accounts previously written off, field service orders, hydrant accounts, furlough rates, turn-on and turn-off of utility services, bank corrections, bus passes, returned checks, billing adjustments, bankruptcies, letters of credit, refund checks, and many others. Meets scheduling, attendance, accuracy, and reliability requirements. Reviews the work products of others to ensure compliance with standard operating procedures.

Mental: Assigns work to subordinate staff by determining work priorities and considering work flow patterns and current workload of staff. Evaluates the performance of subordinate employees by monitoring overall work flow; spot-checking work completed for volume, accuracy, and timeliness; and reviewing problems or complaints referred by the employee. Resolves problems and complaints referred by subordinate staff. Comprehends written requests and complaints from customers in order to resolve disputes and make corrections to appropriate accounts. Researches customer complaints for discrepancies and resolution. Determines whether a deposit is required and calculates the deposit amount based on an evaluation of a customer's credit history and type of account. Evaluates wastewater fee adjustment forms and recalculates wastewater fees. Comprehends all the Customer Information System computer screens and their function in order to gather information and process a turn-on of

residential or commercial customer accounts (gas, electric, water, solid waste, and/or irrigation) in the most efficient and effective manner. Reconciles all monetary receipts received from City services on a daily basis. Attends to details to assure that forms and/or other information are completed accurately and completely. Makes mathematical computations rapidly and accurately. Learns job-related materials through on-the-job training regarding job procedures, computer transactions, and Customer Service Operations policies and procedures.

Knowledge and Abilities:

Knowledge of:

utility customer service functions, methods, principles, techniques, and procedures used in the modern office;
methods, practices, and equipment including proper format for letters, memos, and other written correspondence;
water and gas service plumbing;
computerized work order systems used by Customer Service, Water Resources, Energy Resources and Environmental Management and Sustainability;
basic mathematic principles;
City of Mesa rate schedules, which includes electric, gas, water, wastewater, solid waste, and irrigation;
the practices, methods, safeguards, and records involved in revenue processing;
procedures used for tracing misapplied payments;
terms and conditions for the sale of City of Mesa utilities;
policies and procedures for residential and commercial billing processes; and
the principles, practices, and procedures of employee supervision, training and development, and evaluation.

Ability to:

communicate ideas and information clearly and concisely, both verbally and in writing;
use the City of Mesa computerized utility billing system;
read and comprehend utility-related records;
use a computerized work order system;
use a radio to communicate with field utility technicians;
interact with coworkers, management staff, and other City employees to establish and maintain effective working relationships;
maintain confidentiality of records;
determine and calculate deposits for utility services;
research and analyze accounts to be able to explain their status to customers;
handle multiple incoming telephone lines and walk-in customers;
maintain a high level of attention to detail for quality control purposes;
respond appropriately working under production deadlines with multiple interruptions;
make mathematical computations quickly and accurately;
maintain concentration on detailed information, over an extended period of time, with accuracy and speed;
interpret and apply a variety of codes, ordinances, and policies/procedures in the course of work and review of assigned personnel;

maintain a professional and courteous demeanor, utilizing excellent customer service and communication skills;
identify causes of delays in the processing of applications and effect their correction and handling;
resolve difficult public contact situations;
schedule office training seminars/workshops to meet the needs of employees;
design and order printing materials and maintain an inventory of office supplies and equipment;
maintain complex filing system and establish retention dates for files;
research and compile data and prepare statistical reports and schedules;
objectively evaluate procedures and personnel, and implement appropriate corrective actions;
participate in the evaluation of new equipment and systems; and
process purchase orders, invoices for payment, leave requests, and time sheets.

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 2/16

GL/jh/vl

CS3907.DOCX

CS4153.DOCX (Part-Time)

EEO-AS

JOB FCTN-OFF

INCREMENTS 62-200

PAY GRADE: 42

PAY GRADE: 42

IND-8810

SWORN-No