

CONTACT CENTER CUSTOMER CARE SPECIALIST I

JOB DESCRIPTION

Classification Responsibilities: A Contact Center Customer Care Specialist I is responsible for dealing directly with the public, both by telephone and via electronic mail, to process service requests, calculate and receive, tabulate, and balance various payments and/or fees. 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 service requests (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 customers on conservation tips; assisting customers in the use of the City website and resetting of passwords; verifying customer identities and retrieving credit reports from a Credit Reporting Agency when necessary; and processing changes to accounts such as address and due date changes. Setting up customers on City offered programs such as Select-due-Date, Budget Billing, Electronic Notification Billing, and SurePay. This classification works with Field Utility Service Specialists and the Utility Control Center to track the status of utility service orders. This includes: communicating with the Field Utility Service Specialists regarding their progress and status; notifying Specialists of a New Sign move-in; and notating service orders or accounts with any updates from the field.

Employees in this classification may progress by noncompetitive promotion to the Contact Center Customer Care Specialist II class after successful completion of at least one year as a Contact Center Customer Care Specialist I, meeting the specific criteria-based promotion requirements, and meeting the minimum qualifications of the Contact Center Customer Care 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 Contact Center Customer Care Specialist II class by the greater degree of independent judgment in handling day-to day decisions, and in the lower amount of direct supervision received by the latter. This class is FLSA nonexempt. This class will be required to meet scheduling and attendance requirements.

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 in customer

service work with at least two of the four years answering phone calls. Ability to operate a personal computer (PC) and use word processing software.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience handling electronic payment transactions preferred. Public contact and/or public utility experience is highly desirable. Experience working in a call center or answering a high volume of calls is preferred.

ESSENTIAL FUNCTIONS

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. 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 software, and printer. 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. Sets up dumpster and roll-off accounts. Serves as relief cashier as needed. Occasionally assists in balancing utility cash drawers and general cash drawers. 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.

Knowledge and Abilities:

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 12/19

TC/co/js

CS4040.DOCX (Full-time)

PAY GRADE: 40

CS4051 (Part-time)

PAY GRADE: 40

EEO-A/S

IND-8810

JOB FCTN-OFF

SWORN-No

INCREMENTS 62-200