

CUSTOMER SERVICE FLOOR LEAD

NATURE AND PURPOSE OF WORK

Positions in this class function as an on-site, real-time floor lead for the Utilities Customer Service Representatives (UCSR) to ensure the highest level possible of customer service to Lafayette Utilities System customers and parish property-tax payers. Assist UCSRs with revenue collection and with providing prompt, courteous assistance to LUS customers who have questions or problems with their electric, water, wastewater and/or garbage accounts, service(s) and/or billing, as well as assistance with preparation of tax notices and the collection of property taxes. This class provides assistance to and reports to a Customer Service Supervisor and has lead worker responsibilities for the Utilities CSRs.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents of the class. All of the duties performed by any one incumbent may not be listed, nor does any single incumbent necessarily perform all these duties.)

Provide real-time assistance to UCSRs who are assisting customers by answering questions or demonstrating processes on a variety of skill levels. Handle escalated calls which are beyond the normal scope of the UCSRs, providing an additional level of escalation before Customer Service Management are required to become involved. Assign tasks for UCSRs, such as inputting corrective actions, standardizing mailing addresses, handling printout requests for apartment complexes, etc. Reply to emails received through LUS website or forward to appropriate division. Assist with training UCSRs in group and one-on-one settings, as well as helping to create training materials and presentations, covering topics such as new processes and procedures, LUS policies and services, new or updated software, and daily tasks and duties. Assist Customer Service Supervisors with management of the UCSR apprenticeship program. Monitor the overall function of the call center to give feedback to UCSRs and to make suggestions to CS Management on possible improvements. May handle special projects as assigned by CS Supervisors.

NECESSARY KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the materials, procedures, policies, and methods related to Customer Service and Lafayette Utilities System.

Considerable knowledge of applicable municipal, state, and federal laws related to collection of revenue for taxes and utilities services.

Knowledge of basic bookkeeping or accounting and ability to perform mathematical computations accurately.

Knowledge of operating characteristics of personal computers and ability to utilize several applications simultaneously.

Ability to train, lead, and objectively evaluate the performance of employees engaged in difficult customer contact and revenue collection work.

Ability to provide input on innovative solutions to improve efficiency of procedural tasks for division, staff, and customers.

Ability to establish and maintain effective relationships with employees and general public.

Ability to motivate UCSRs to provide high level customer service.

DESIRABLE EDUCATION AND EXPERIENCE

Completion of high school with supplemental college level course work in accounting, business administration, or related and considerable customer service experience in a utilities setting with some experience in the supervision of staff; or an equivalent combination of education and experience.