

CUSTOMER SERVICE REPRESENTATIVE I

PURPOSE AND NATURE OF WORK

Positions in the class are responsible for assisting customers, in person or by telephone, with electric, water, wastewater, and garbage utility services, as well as with local taxes. Incumbents work under the supervision of a Customer Service Supervisor or intermediate level supervisor and have no lead worker responsibility.

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

Greets customers, informs and advises them of procedures of the Lafayette Utilities System. Helps LUS customers with utility connections, disconnections, rates, billing, collections and other procedures. Sets up new accounts using a personal computer by using various applications simultaneously. Inputs information and generates field orders to be dispatched and uses software to track completion of work. Applies security deposits and/or other charges required for services. Maintains and updates accounts, assists customers with questions, receives and applies payments requiring precise data entry under busy and noisy working conditions. Helps customers with local taxes, answering questions and clarifying requirements.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of utility services, rates, billing methods, and office procedures for connecting /disconnecting services.

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

Knowledge of local tax codes and procedures.

Ability to perform basic arithmetic and book keeping functions.

Ability to interpret policies and procedures of the Lafayette Utilities System.

Ability to communicate effectively, both orally and in writing.

Ability to work cooperatively and effectively with customers, employees and general public.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school supplemented by experience in utility customer service or call center and the ability to speak a foreign language; or an equivalent combination of education and experience.