

## **CUSTOMER SERVICE REPRESENTATIVE II**

### **NATURE AND PURPOSE OF WORK:**

Positions in the class are responsible for assisting customers, in person or by telephone, with electric, water, and wastewater utility services, as well as with local taxes. Incumbents work with substantial independence in all but the most unusual tasks. Reports to a Customer Service Supervisor, or other supervisor, depending on area of assignment, and assists in training Customer Service Representative I's but have no supervisory 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.)

Assists customers requesting utility or tax service, informs and advises them of procedure requirements. Balances and manages security deposit funds and municipal tax collection. Explains policies and procedures concerning utility services, costs for services, and utility rates. Analyzes and answers questions about complex utility bills. Calculates security deposits and accumulated interest for commercial and residential accounts and keeps accurate records of all transactions. Prepares adjustments and documents for processing NSF checks and back billing of utility accounts. Prepares tax notices, collects tax payments, and prepares records for sale of property due to delinquent taxes. Processes sewer and paving assessments and works with City-Parish Attorney to obtain payment in bankruptcy cases. Uses document processor to record payment of bills and taxes, performs preventative maintenance on the document processor.

Performs related work as required and all other duties assigned by Supervisor.

### **NECESSARY KNOWLEDGE, ABILITY AND SKILLS**

Considerable knowledge of utility services, rates, billing methods, and application process.

Knowledge of City-Parish tax laws and collection policies.

Knowledge of legal terminology as applicable to tax ordinances and bankruptcy.

Knowledge of methods of obtaining current addresses of persons with unpaid balances.

Ability to deal with people in a courteous, tactful and effective manner.

Ability to establish and maintain productive working relationships with employees and the general public.

Ability to exercise persuasive interpersonal skills in obtaining payments.

Ability to perform arithmetic and basic book keeping functions accurately in a busy office environment.

Ability to use a personal computer independently.

### **DESIRABLE TRAINING AND EXPERIENCE**

Completed high school with substantial experience as a utility customer service clerk; or an equivalent combination of education and experience.