



## City of Irving Job Description

### Lead Customer Service Representative

---

|                     |            |                                |                             |
|---------------------|------------|--------------------------------|-----------------------------|
| <b>FLSA Status:</b> | Non-Exempt | <b>Job Department:</b>         | Water                       |
| <b>Job Code:</b>    | G292       | <b>Reports To (Job Title):</b> | Customer Service Supervisor |

---

#### **PURPOSE**

This position acts as lead worker of a workgroup, providing guidance and expertise. Trains customer service representatives to accurately and professionally handle customer questions, requests, payments and other transactions; investigates complaints and recommends corrective action as necessary to resolve complaints; processes transactions and maintains records of all transactions processed, which includes updating databases and preparing various reports; answers questions and provides information to customers; prepares work orders for meter maintenance, re-reads, and the discontinuation, begin or transfer of service.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Analyze accounts through system integrity reports and take corrective action where needed.
- Review and approve account adjustments in accordance with policies and procedures.
- Conduct quality assurance reviews of call center personnel.
- Process notifications for delinquent customers in accordance with established calendar.
- Research and resolve issues related to returned / NSF checks.
- Assist in soliciting payment for delinquent accounts including processing adjustments related to the collection of delinquent accounts and overseeing the cut off and lock processes.
- Research and update misapplied payments and other transactions requiring account adjustment.
- Prepare cash receipts for customers and balance daily cash drawer as required.
- Report concerns related to customers without water to Code Enforcement Unit.
- Process transfer to general ledger on daily basis and monthly close of financial period in customer information system (CIS).
- Maintain CIS task scheduler for the application of penalties on delinquent accounts.
- Oversee preparation of daily deposits by reviewing supporting documentation.
- Perform some vault operations when necessary, i.e. handling out cash drawers, changing money, preparing deposits and locking vault.
- Conduct courtesy telephone calls through Tele-Works software on a weekly basis.
- Respond to e-mails daily received in the Customer Service e-mail Inbox.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- None Reported.

## **SUPERVISORY RESPONSIBILITIES**

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise approximately 9 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Imports files and processes website payments (Approximately \$550,000.00 / year) and draft payments (approximately \$200,000.00 / year); Approves Cash Reports daily of varying amounts and leak adjustments totaling approximately \$175,000.00 annually; creates charges (Adjustments for Lock Services) and NSF accounts of approximately \$500,000.00 per year and \$2,500.00 monthly, respectively.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Equivalent to completion of the 12<sup>th</sup> grade, with some college and/or specialized training

### **EXPERIENCE**

- Minimum of two (2) years of related experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- None.

### **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems such as word-processing systems, and filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.

### **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.

- Teaching: Conveying new concepts and confirming comprehension by listener.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

## **CONTACTS**

Bank of America, PMAM Alarm Company, Opex, ComCo Systems, Audio-Tel RemitPlus

## **EQUIPMENT AND PROPERTY**

Personal Computer, Calculator, Fax Machine, Copier, Telephone

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to listen, see, sit, and/or talk. Frequently, s/he is required to grasp, handle, feel, and/or reach, and occasionally s/he must stand.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment usually is moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.