



Resolution: 020926-F

Job Title: Customer Service and Community Concerns Coordinator

Department/Division: Water Division

Reports To: Assistance Finance Director Utilities

Direct Reports: None

Salary Class/Salary Grade: Classified/Grade 16

Employment Status/FLSA: Full-time Regular/Non-exempt

GENERAL DESCRIPTION:

Employee is responsible for performing specialized, complex and confidential administrative duties related to both the customer service and billing functions. This will involve working with the public to receive payment(s), explain utility services, procedures, and fees, and to address account inquiries and questions. Tact and courtesy are required in frequent public contact. Work is fast paced and requires the ability to multi-task and handle stressful situations. Work is detail oriented and requires accuracy and efficiency. Work is generally performed independently with assistance from a supervisor as needed for complex or unusual transactions. Work is reviewed upon completion for accuracy and adherence to policies.

ESSENTIAL JOB DUTIES:

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

Customer Service

- Provides excellent Customer Service and leads by example to support and meet company goals and initiatives
- Demonstrates strong commitment to excellent Customer Service and utilizes company provided Customer Service training daily.
- Provides information to the public regarding billing inquiries, complaints, new accounts, shut-offs, fee structures, and advises customers on other account issues as needed
- Answers telephones and responds to requests, often of a detailed and complex nature; offers information specific to the needs of the customer
- Records in the billing system the details of every action taken, as well as the complaints, comments, and inquiries from the customers, and maintains confidentiality of information

- Verifies that receipts match payments received and reconciles cash drawer daily
- Prepares service orders and provides appropriate details to assist field personnel with service order completion
- Provides customers with information concerning on-line payments, bank draft and ebills
- Notifies customers of returned checks
- Manages account disconnections and tracks unpaid disconnects
- Issues work orders to pull data and resolve customer meter issues
- Establishes and monitors special conditions on customer accounts
- Processes cut-offs each billing cycle and initiates courtesy cut-off calls
- Troubleshoots account questions and communicates with customer to accurately resolve issues
- Completes thorough review of all new customer applications to ensure accurate accounts
- Researches and resolves problem accounts and metering issues
- Seeks assistance from appropriate supervisors with complex, volatile or unfamiliar situations
- Trains all new and current CSRs to ensure compliance with company policies and procedures
- Fulfills data requests for audits, special projects, or other studies as requested
- Monitors status of utility requests within the City's report of concern software system and coordinating with the appropriate personnel to ensure requests are closed in a timely manner
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

Community Concerns

- Monitor, track and administer the Report of Concern program, ensuring all concerns are properly logged, investigated, documented and resolved timely
- Review concern reports for completeness, accuracy and compliance; follow up on outstanding or overdue items to ensure timely closure
- Provide regular status updates to management
- Identify recurring issues or trends and recommend process improvements to enhance citizen satisfaction, program responsiveness, and operational effectiveness
- Ensure communication with citizens is clear, professional and documented throughout the resolution process

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of computer operation, data entry and data verification
- Knowledge of general office practices and procedures, including use of office equipment
- Ability to establish and maintain effective working relationships with other employees and the public
- Ability to work collaboratively to complete assigned tasks
- Ability to plan and organize work to meet established deadlines
- Strong decision-making skills
- Ability to learn new information quickly and accurately
- Ability to adapt to workplace changes
- Ability to work under pressure and appropriately handle difficult working relationships
- Ability to apply problem solving skills and use appropriate independent judgment
- Excellent communication and customer service skills required
- Strong computer skills. Knowledge of Microsoft Office, including Word, Excel and PowerPoint

MINIMUM QUALIFICATIONS:

A valid Alabama driver's license or the ability to obtain one within 30 days.
Highschool diploma or GED as minimum education
2-5 years of demonstrated customer service experience

The physical activities required for this position involve:

Frequent sitting, using hands, talking, and hearing; occasional standing, walking, reaching with hands and arms, stooping, and kneeling.

This position requires lifting:

Up to 25 pounds occasionally; up to 50 pounds rarely

This position has the following special vision requirements:

Ability to read information both in print and electronically.

ENVIRONMENTAL WORKING CONDITIONS:

The following physical conditions and hazards may be encountered while working in this position: None

I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.

Immediate Supervisor

Date

Department Head

Date

I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.

Employee

Date