

CITY OF SIMI VALLEY

SENIOR CUSTOMER SERVICE REPRESENTATIVE

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

SUMMARY DESCRIPTION

Under direction, leads, oversees, and participates in the more complex and difficult work of staff responsible for performing a variety of clerical accounting duties involved in the billing and payment processing for utility billing and business taxes; leads and participates in other duties related to generating, collecting, processing, and recording City revenue including parking citation processing and billing, transit product sales, merchant permit processing, dog licensing, sewer billing, processing daily receipts for the Senior Center and Public Works, dispatching Service Technicians, and researching information for other Departments; and performs a variety of customer service functions including providing assistance and information to the public regarding areas of assignment.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Lead, plan, train, and review the work of staff responsible for providing customer service functions and services; participate in performing the most complex work of the unit.
2. Train assigned employees in their areas of work including customer service related methods, procedures, and techniques.
3. Verify the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
4. Provide training and instruction to co-workers and employees in other departments in how to utilize assigned computer applications, programs, and modules; answer questions regarding system problems; troubleshoot hardware and software problems; assist in the general maintenance of computer and computer-related equipment.
5. Perform the full range of customer service duties; provide customer service and assistance to the public; answer telephone calls regarding water and sewer service and billing, business taxes, sanitation issues, parking citations issues, dog licensing, and transit issues; serve as receptionist; screen and direct calls.
6. Provide customer service at the counter; assist customers with water and sewer billing and service issues and parking citation issues and administrative review; process business tax applications, permit applications, and bingo applications; collect and record payments; issue appropriate receipts.
7. Perform a variety of clerical accounting duties; participate in the accounts receivable functions; create and post debit/credit memos to the general ledger; create and reverse invoices posting to general ledger; coordinate with accounting regarding payments posted/reversed and refund reports; create and maintain customer payment arrangement for dunning procedure; monitor and research outstanding accounts receivable and generate letters to expedite payment.

Senior Customer Service Representative (*Continued*)

8. Dispatch Service Workers to the field for spot inspections and repairs; give direction and information to Service Workers in the field; alert field Service Worker of issues relating to safety.
9. Set up new customer accounts; create service locations, meter equipment, and customer classifications for individual and new tract homes; participate in meter exchanges including dismantling old meter equipment and creating new meter equipment at corresponding functional locations.
10. Participate in the processing of various City permits including film and special event permits; collect revenue for all City licensing and permits.
11. Participate in processing of payment arrangements and overseeing final cash receipts reports.
12. Process cash receivables; accept payments over the counter and process through the cash register; open and process mail using the posting module; upload information into computer system; run daily cash receipts report to verify daily deposits amount; balance with daily deposit reconciliation receipts.
13. Perform reconciliation duties; tabulate and balance billing stubs to signature sheets in water, business tax, parking, and permits; balance cash register drawers and signature sheets to register totals.
14. Participate in completing the utility/sewer billing process; upload meter reads; verify and process exceptions for accuracy; download meter reads from the network; produce and print bills for mailing; generate delinquent billing after initial billing; review fee waiver requests; dispatch Service Workers for delinquent account turn-offs and field investigations and repairs; research tax assessor's parcel numbers.
15. Process various City merchant permits including billiards, firearms, taxicab, secondhand dealers, dance, and solicitors permits; collect revenue for City licensing and permits; process permits and coordinate with other departments as necessary; process refunds for overpayments.
16. Perform various business tax processing duties; prepare and send letters of non compliance; process business tax certificates and refunds; prepare business tax listings; prepare annual business tax renewals; coordinate with other departments on non-compliant businesses including to provide information to as requested; research contractors' licenses for Certificate of Occupancy sign offs.
17. Perform various duties involved in processing parking citations; post citations; process administrative reviews to respondents protesting citations; arrange for public hearings; coordinate with the Police Department and agencies to gather and provide information; process refund reports for overpayments/dismissals; process voided citations.
18. Process purchase orders including creating and releasing various types of purchase requisitions; contact vendors for competitive pricing on open market bid quotes; order contract and non-contract office supplies; assist in the development and monitoring of the Division budget.
19. Process bingo applications; process and distribute various forms to appropriate departments; notify permit holder of expiration; prepare status report for bi-monthly bingo report.
20. Process dog licenses including applications for new and renewed licenses; verify documentation of vaccines and neuter and spay status.

CITY OF SIMI VALLEY
Senior Customer Service Representative (Continued)

21. Process sales from the Transit Division including bus passes, smart cards, and metro link; assist customers with bus routes; download daily transit receipts.
22. Process service orders for problems with consumption/equipment; follow-up with customer on results; update and document pertinent information.
23. Process NSF returned items and charges; notify customer, debit account, and follow through to completion.
24. Create ACH account file for automatic debit; participate in downloading ACH files and sending to bank.
25. Utilize various computer applications and software packages; enter and maintain data; generate reports from a database or network system; create documents using word processing or spreadsheet software.
26. Operate a variety of office equipment including a typewriter, telephone systems, copier, facsimile machine, adding machine, cash register, and/or computer.
27. Review and update SAP user procedures as necessary.
28. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Operations, services, and activities of a customer service program.
Principles of lead supervision and training.
Operational characteristics of computer systems and applications used in area of assignment.
Customer service techniques, practices and principles.
Principles and practices of accounting.
Methods and techniques of cash handling.
Modern office procedures, methods and equipment including computers.
Computer applications such as word processing, spreadsheets, and statistical databases.
Principles of business letter writing and basic report preparation.
Principles and procedures of financial record keeping and reporting.
Principles and procedures of record keeping.
English usage, spelling, grammar and punctuation.
Basic mathematical principles.
Pertinent federal, state and local codes, laws and regulations.

Ability to:

Lead, organize, and review the work of assigned staff.
Independently perform the most difficult customer service duties.
Interpret, explain, and enforce department policies and procedures.
Operate and troubleshoot computer system and application problems.
Provide a full range of customer service related to billing.
Handle a diverse set of customer comments, inquiries and complaints in a polite and professional manner.
Deal with a variety of interpersonal styles and personalities in an appropriate and diplomatic manner.
Perform a variety of accounting duties.
Accurately count, record and balance assigned transactions.

CITY OF SIMI VALLEY
Senior Customer Service Representative (Continued)

Type and enter data at a speed necessary for successful job performance.
Prepare and process purchase orders.
Operate office equipment including cash register, 10-key calculator, computers and supporting word processing and spreadsheet applications.
Adapt to changing technologies and learn functionality of new equipment and systems.
Prepare, calculate and reconcile important entries in the general ledger.
Maintain a variety of financial records and files.
Prepare clear and concise reports.
Perform typing, filing and other clerical duties at a speed necessary for successful job performance.
Understand and follow oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by specialized training in accounting, customer service, or a related field.

Experience:

Four years of increasingly responsible customer service and clerical accounting experience including two years of experience comparable to a Customer Service Representative with the City of Simi Valley.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Office and public counter setting; exposure to computer screens.

Physical: Sufficient physical ability to work in an office setting; walk, stand or sit for prolonged periods of time; light lifting and carrying; extensive use of computer keyboard, typewriter and 10-key calculator.

Vision: See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

Hearing: Hear in the normal audio range with or without correction.

Adopted: October 2003
Johnson & Associates

Revised: July 2016