

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Customer Service Information Specialist		
<b>Job Code:</b>	CL5030	<b>Job Family:</b>	Clerical
<b>Pay Grade</b>	507	<b>Date Reviewed:</b>	07/19/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Performs a wide variety of complex customer service activities. Provides responsible, complex staff assistance to management staff.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Performs a variety of functions in support of the operational activities the customer service program to include interpreting and applying department policies and procedures; setting up and monitoring accounts; receiving and applying payments; updating accounts; responding to customer inquiries related to services and billing; maintaining files; and inputting and updating records.
2. Processes customer requests for new service termination including documentation review, account and service set-up and work-order processing.
3. Responds to complex customer questions and inquiries. Reviews and/or initiates work order requests and makes appropriate recommendations. Researches issues and discrepancies and takes appropriate action to resolve customer concerns in a timely manner.
4. Prepares, processes, posts and/or reconciles varied account and financial documents and reports including daily cash balancing and bank deposits.
5. Performs all of the customer service activities of the Collection and/or Satellite areas of Water Customer Relations including the more complex tasks.
6. Calculates, estimates and forecasts billing components, adjustments, expenditures and/or customer deposits based on variables of classification, service characteristics and usage or consumption.
7. Evaluates minimum payment requirements based on departmental policies and procedures. Establishes delinquency arrangements or customer payment plans. Initiates appropriate work orders to terminate or restore service.
8. Creates, updates and retrieves data in the Customer Information Billing system and Customer Relationship Management system via computer terminal.
9. Performs other related duties as required.

10. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - Department policies and procedures.
  - Effective methods and techniques of customer service.
  - Basic principles and practices of accounting.
  - Principles and procedures of customer billing and collections.
  - Modern office procedures, methods and equipment.
  - Cash handling practices.
  - Cisco Billing System.
  - Microsoft Excel and Word.
- **Skill in:**
  - Math and banking.
  - Customer service.
  - Data entry.
  - Internet navigations.
  - Problem solving and decision-making.
  - Time management and multitasking.
- **Ability to:**
  - Independently perform the most technical and complex customer service activities.
  - Interpret and explain department policies and procedures.
  - Perform a variety of data entry and general accounting functions.
  - Respond to requests and inquiries from the public.
  - Communicate clearly and effectively, both orally and in writing.
  - Process large amounts of revenue.
  - Assist internal and external customers.
  - Maintain accuracy and resolve discrepancies.
  - Establish and maintain effective working relationships.
  - Work independently in the absence of supervision.

## **MINIMUM JOB REQUIREMENTS**

High school diploma/GED and four years of increasingly responsible customer service experience which includes all major areas of an assigned program, including one year in a lead capacity.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking and repetitive motions.

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

Light Work – Depending on assignment, positions in this class typically exert up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects. If the use of arm and/or leg control requires exertion of forces greater than that for the Sedentary Work category and the worker sits most of the time, the job is rated Light Work.