

## **CLASS TITLE: CUSTOMER ACCOUNT REPRESENTATIVE I**

**PURPOSE OF THE CLASSIFICATION:** Under direct supervision is responsible for assisting City of Tulsa Citizens in establishing, transferring, or discontinuing utility services and responds to customer complaints and/or inquiries in regards to policy and procedures, high bills, and credit arrangements, and other related assigned duties.

### **ESSENTIAL TASKS:** (All Departments)

- Inputs data to produce orders for starting, discontinuing, or transferring utilities services
- Keys in requests for field inspectors on water, refuse, sewage complaints, or code violations
- Quotes deposits to public required for utilities services or other city services
- Posts entries from supporting records balancing against other records, checking for accuracy and preparing periodic reports from those records
- Operates a computer, calculator, and other office machines
- Attempts to resolve customer complaints
- Advises customers regarding results of field inspections
- Must report to work on a regular and timely basis

In addition to the above tasks the following tasks may be required by the individual division.

#### Finance

- Receives customer's requests and inquiries in person, from telephone center console or from written communication, pertaining to water, sewer, refuse, and storm water services
- Receives and processes revenue remittances consisting of primarily of checks and related documents
- Maintains general and subsidiary records according to established account classifications
- Issues receipts and contracts for services

#### Customer Care Center

- Receives customer's requests and inquiries from various channels including the telephone center console or from written communication, pertaining to water, sewer, refuse, and storm water, EMSA, code violations, repair of city infrastructure and general information services
- Enters accurate details in various software systems to document call and actions taken
- Provides a high level of consistent quality by following department processes and transaction scripting
- Handles escalated calls from agents and upset customers resolving issues while adhering to City policy

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

### **QUALIFICATIONS:**

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED); and two (2) years of call center or general office experience in work involving direct customer contact; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Refer to the Customer Account Representative Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Some knowledge of business English, spelling, and commercial arithmetic; some knowledge and understanding of laws, ordinances, regulations and policies governing City utilities and/or city code violations; and some knowledge of modern office practices and procedures with a strong ability to master multiple software platforms. Ability to make arithmetic computations and tabulations with speed and accuracy; ability to learn assigned clerical and customer service tasks readily and adhere to prescribed routines; ability to write legibly; to speak with a clear, well modulated voice and to use good grammatical construction in choice of words; ability to operate general office equipment; and the ability to understand and influence the behavior of others within the organization, customers, or the

public in order to achieve job objectives and cause action or understanding. Skilled in the application of effective customer service principles. Skilled in the operation of a computer, proficient in Microsoft Office applications, and a calculator.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key and telephone; occasional lifting up to five pounds; may require sitting for extended periods of time; subject to standing, bending, reaching, walking, and repetitive movements; and vision, speech, and hearing to perform the essential duties.

Licenses and Certificates: None required.

**WORKING ENVIRONMENT:**

Working environment is primarily indoors; requires use of telephone and other office equipment; and subject to overtime.

Some positions in the Customer Care Department may require working exclusively from home, as an At Home Agent. The At Home Agent Program will require a working personal computer with established requirements, internet connection, and USB ported headset. Equipment and software must be supplied by the employee. Work space must be fully functional and free from distractions.

**Class Code: 2594**

**EEO Code: N-06**

**Pay Code: OT-15**

**Group: Clerical and Administrative**

**Series: Clerical**

**Effective Date: June 1, 2015**