

CLASS TITLE: CUSTOMER ACCOUNT REPRESENTATIVE II

PURPOSE OF THE CLASSIFICATION: Under general direction, responds to customer inquiries from City of Tulsa Citizens and customer account representatives regarding account balances, service charges, billing/payments, utility services, code violations, request to repair city infrastructure and general informational calls.

ESSENTIAL TASKS: (All Departments)

- Inputs data to produce orders for starting, discontinuing, or transferring utilities services
- Increases collection efficiency by routinely updating customer information, verifying information received, and ensuring customer understanding of the billing and collection process.
- Advises customers regarding results of field inspections
- Reviews and corrects customer accounts
- Conducts internal audits of standard accounts
- Operates a computer, adding machine, calculator, and other office machines
- Enters changes on a computer with various software packages
- 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

- Responds on the telephone and in writing to routine or complex utility account service requests
- Receives, documents, prepares and deposits incoming monies
- Gathers and tabulates fiscal information and performs account clerical functions of reconciling accounts and verifying reports
- Maintains files, databases, records, and related documents
- Prepares itemized statements and duplicate bills

Customer Care Center

- Responds on the telephone and in writing to routine or complex utility account service requests, code violations reports, repair of city infrastructure details and general informational calls
- Performs advanced account detailed reviews to provide customer additional explanations
- Performs all duties of a Customer Account Representative I
- 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), three (3) years of general office experience involving high volume customer contact, preferably as a City customer account representative, City of Tulsa utility information system data entry proficiency, 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: Good command of the English language, strong grammar and spelling skills, and commercial arithmetic; some knowledge and understanding of laws, ordinances, regulations and policies governing City utilities; and some knowledge of modern office practices and procedures. Ability to make arithmetic computations and tabulations with speed and accuracy; ability to learn assigned clerical 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; ability to understand and follow verbal and written directions; ability to plan work and carry through to completion without close supervision; 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 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 sufficient to perform the essential tasks.

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: 6526

EEO Code: N-06

Pay Code: OT-16

Group: Clerical and Administrative

Series: Clerical

Effective date: June 1, 2015