

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: Rev. 10/29/08	CLASS TITLE: CUSTOMER SERVICES SPECIALIST	CODE: 09373
	MAJOR AGENCIES: B C C – WATER SERVICES (Customer Services)	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: Advanced level in customer service field requiring thorough knowledge of customer relations and collection techniques; under general direction, performs all the tasks of a customer service representative plus handles difficult customer inquiries and collections. Performs the material and substantial duties of the classification more than 50% of the time.

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	45	Working independently acts as an intermediary between Customer Service Supervisor/Superintendent and customer by handling difficult inquiries and accounts via telephone and in person. Utilizes billing software, communicates policy, and uses discretion to resolve difficult customer issues through good customer relations techniques. Investigates and researches complicated customer billing problems. Researches accounts and corrects billings. Prepares detailed and thorough responses to system or customer problems utilizing word processing and spreadsheet software. Conveys information to customers, management, co-workers or other involved parties.	Knowledge of: 2(bookkeeping), 4(accounting), 11a(public relations), 11b(human relations), 13(office practices and procedures), 14(government structure and process)*, 17(business), 20(natural sciences-basic plumbing, meter reading), 22(electronic data processing-PC operating systems); Skill in: 25(typing), 27(data entry), 29 (equipment operation); Ability to: 30b(recognize unusual or threatening conditions and take appropriate action), 30g(understand system of mechanical or other procedures), 30h(apply principles to solve practical, everyday problems), 30i (deal with variety of variables in somewhat unfamiliar context), 30j(interpret variety of instructions in written, oral, picture or schedule form), 30k (understand practical field of study), 30l(define problems, collect data, establish facts and draw valid conclusions), 30n(deal with many variables and determine specific action), 31b(read, copy and record figures accurately), 31d (calculate fractions, decimals and percentages), 32h(copy material accurately and recognize grammatical and spelling errors, 32i(maintain accurate records), 32l(write routine business letters reflecting standard procedures), 32n(understand manuals and verbal instructions, technical in nature), 32o(prepare meaningful, concise and accurate reports), 32q(use proper research methods in gathering data), 33b(sort items into categories according to established methods), 33d (check pairs of items that are similar or dissimilar), 33e(gather, (*Developed After Employment)
2	45	Researches and tracks delinquent accounts. Determines appropriate method to collect delinquencies. Prepares necessary correspondence, answers customer inquiries, schedules shut offs. Researches, prepares and certifies delinquent accounts to property taxes and reconciles payments received. Processes delinquent final billings and payment arrangements. Prepares correspondence to address customer inquiries, delinquencies and collections procedures. Researches and recommends available collection methods. Implements new collection methods. Prepares written procedures in handling of delinquency cases. Follows bankruptcy accounts, processing (Performs Related Duties As Required)	

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) - Equivalent to two (2) years of college and three (3) years full-time work experience in customer problem resolution,- OR, H.S. Diploma/GED and five (5) years full-time work experience in customer problem resolution and two (2) years full time work experience (Other Evidences May Be Substituted)	TRAINING & DEVELOPMENT:
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3	10	<p>necessary paperwork. Interprets bankruptcy laws. Pursues collection methods for customers whose bankruptcy is dismissed. Researches and prepares listing to write-off accounts from our financial records.</p> <p>Acts as a back up for the Customer Service Supervisor, Customer Service Representative and Cash Office. Receives customer payments, answers the telephone and responds to routine customer inquiries. Processes shut-offs. Creates and completes work orders and coordinates with Meter Services. Works on special assignments as assigned.</p> <p>(Performs Related Duties As Required)</p>	<p>collect and classify information about data, people or things), 34b(work alone on most tasks), 34c(cooperate with co-workers on group projects), 34d(answer routine telephone inquiries from public), 34f(handle sensitive inquiries from and contacts with officials and general public), 34i(resolve complaints from angry citizens and government officials).</p> <p>(*Developed After Employment)</p>

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) utilizing personal computer, standard spreadsheet and word processing software, -OR – alternative, equivalent evidence of the Minimum Class Requirements (Other Evidences May Be Substituted)	TRAINING & DEVELOPMENT:
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