

<b>MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION:</b>  Rev July 2006	<b>CLASS TITLE:</b> CUSTOMER SERVICES REPRESENTATIVE	<b>CODE:</b> 09372
	<b>MAJOR AGENCIES:</b> SANITARY ENGINEERING DEPARTMENT	<b>PAGE</b> <u>1</u> <b>OF</b> <u>2</u>

**CLASS CONCEPT:** Full performance level in customer service field requiring considerable knowledge of customer relations techniques and problem solving; under direction, receives customer inquiries related to water and sewer service and billing in a high volume call center environment, investigates and resolves customer inquiries and complaints.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	Responds to customer telephone inquiries regarding water and sewer service and billing utilizing computer billing system and related software, retrieves related electronic or hard copy documents, reviews account information, answers customer questions related to account, responds to customer requests for changes to account information, bill corrections or payment arrangements, researches files for field investigations, waivers or adjustments, investigates and resolves account problems, refers account details as necessary to other parties to resolve complaints, performs account maintenance using billing software, schedules customer requested service orders, completes service orders using billing software as necessary, performs follow-up research, investigations, corrected bills or billing adjustments as necessary.	<u>Knowledge of</u> 2 (bookkeeping), 11a (public relations), 11b (human relations), 13 (office practices and procedures); <u>Skill in</u> 27 (word processing, data entry), 29 (equipment operation—calculator, personal computer); <u>Ability to</u> 30f (deal with problems involving several variables in familiar context), 30g (understand system of mechanical or other procedures – e.g. bookkeeping), 30h (apply principles to solve practical, everyday problems), 30j (interpret variety of instructions in written, oral, picture or schedule form), 30l (define problems, collect data, establish facts & draw valid conclusions), 31d (calculate fractions, decimals & percentages), 32j (maintain accurate records), 33e (gather, collect & classify information about data, people or things), 34d (answer routine telephone inquires from public), 34i (resolve complaints from angry citizens & government officials).
2	Processes delinquent account information, changes status of accounts using billing software, records service terminations and restorations, prepares and distributes daily reports, provides assistance to field personnel, monitors radio transmissions and provides meter and account information to field representatives. (Performs Related Duties As Required)	<u>Knowledge of</u> 2, 11a, 11b, 13; <u>Skill in</u> 27, 29; <u>Ability to</u> 30f, 30g, 30h, 30j, 30l, 31d, 33e, 34d, 34i.  (*Developed After Employment)

<b>UNUSUAL WORKING CONDITIONS:</b>	<b>MINIMUM CLASS REQUIREMENTS:</b> (Including License, If Any)  Equivalent to high school diploma; two (2) years full time employment interacting with public in a customer service environment and two (2) years full time work experience utilizing a personal computer and word processing software. Work experience may occur simultaneously.  (Other Evidences May Be Substituted)	<b>TRAINING &amp; DEVELOPMENT:</b>
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**CLASS CONCEPT:**

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
3	Responds to walk-in customer inquiries, interprets complex account information, researches and investigates problem accounts, schedules appointments for service orders, makes payment arrangements with customers and enters arrangements into billing software, refers account problems to more appropriate party when necessary.	<u>Knowledge of</u> 2, 11a, 11b, 13; <u>Skill in</u> 27, 29; <u>Ability to</u> 30f, 30g, 30h, 30j, 30l, 31d, 33e, 34d, 34i.
4	Composes and prepares customer correspondence using word processing software, provides billing software documents to customers upon request, composes and enters memos on customer accounts, uses billing system to generate automated letters, maintains accurate documentation of phone calls and prepares necessary documentation for Board of Appeals cases.  (Performs Related Duties As Required)	<u>Knowledge of</u> 2, 11a, 11b, 13; <u>Skill in</u> 27, 29; <u>Ability to</u> 30f, 30g, 30h, 30j, 30l, 31d, 33e, 34d, 34i.  (*Developed After Employment)

<b>UNUSUAL WORKING CONDITIONS:</b>	<b>MINIMUM CLASS REQUIREMENTS:</b> (Including License, If Any)  (Other Evidences May Be Substituted)	<b>TRAINING &amp; DEVELOPMENT:</b>
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