

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: 03/03/93	CLASS TITLE: CUSTOMER SERVICES TECHNICIAN II	CODE: 09369
	MAJOR AGENCIES: SANITARY ENGINEERING (Customer Services)	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT:

Advanced level in accounts billing requiring thorough knowledge of billing procedures in the water/sewer and solid waste areas; under general direction, responds to customers questions, resolves problems for the unit and handles the more complex customer complaints; fills in for billing positions and for supervisor as required.

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	35-45	Answers questions and handles the more complex complaints for customers and trash haulers concerning their bills and billing procedures; monitors complex, large user, and special billings making corrections as required; acts as liaison with cities and townships having contractual relationships for billing.	<u>Knowledge of</u> 2 (bookkeeping), 11a (public relations), 13 (office practices and procedures); <u>Ability to</u> 30g (understand system of mechanical or other procedures (e.g., bookkeeping, wiring), 30i (deal with variety of variables in somewhat unfamiliar context), 31d (calculate fractions, decimals & percentages), 32j (maintain accurate records), 32l (write routine business letters reflecting standard procedures), 32p (proofread technical materials, recognize errors & make corrections), 33e (gather, collect & classify information about data, people or things), 34f (handle sensitive inquiries from & contacts with officials & general public), 34i (resolve complaints from angry citizens & government officials).
2	30-40	As required, fills in for billing positions including data entry, solid waste customer service, special and final billings; fills in for supervisor as required. (Performs Related Duties As Required)	<u>Knowledge of</u> 2, 9a (supervision--functional), 11a, 13; <u>Skill in</u> 25 (typing), 29 (equipment operation--data terminal); <u>Ability to</u> 30g, 30i, 30l (define problems, collect data, establish facts & draw valid conclusions), 31d, 32j, 32l, 33c (code items from one symbolic form to another), 33e, 34c (cooperate with co-workers on group projects), 34e (establish friendly atmosphere as supervisor of work unit), 34f. (*Developed After Employment)

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) Equivalent to high school diploma; one (1) year experience in preparing billings and resolving customer billing problems. (Other Evidences May Be Substituted)	TRAINING & DEVELOPMENT:
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