

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

**PURPOSE OF THE CLASSIFICATION:** Under general supervision is responsible for general office duties and public contact work related to public utilities services, resolves customer inquiries regarding account balances, service changes, billing/payments, or other account services and other related assigned duties.

### **ESSENTIAL TASKS:**

- Responds on the telephone and in writing to routine or complex utility account service request
- Reviews service orders as to accuracy and completeness
- Increases collection efficiency by routinely updating customer information, verifying information received, and ensuring customer understanding of the billing and collection process
- Prepares complex itemized statements
- Prepares complex correspondence and reports regarding utilities services
- Reviews or prepares requests for service and inspections
- Resolves disputes concerning credit problems
- Issues credit requiring some independent decision-making
- Adjusts incorrect bills
- Builds internal company relations by communicating business knowledge and operational concerns through cross-functional networking
- Recognizes and makes recommendations on processes to enhance departmental productivity
- Acts as liaison to the Mayor's office and action center, City Council, and public involving utility inquiries and complaints, preparing follow-up reports on such (in some positions)
- Handles the more difficult inquiries or complaints
- Operates a computer, adding machine, calculator, and other office machines
- Must report to work on a regular and timely basis

**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), supplemented by twenty (20) hours of accredited coursework and three (3) years high volume customer contact experience, City of Tulsa utility information system data entry proficiency; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. Years of experience may not be substituted for the specified coursework. Refer to the Customer Account Representative Progression Criterion Document for additional requirements.

Knowledge, Abilities and Skills: Good knowledge of business English, strong grammar and spelling skills, and commercial arithmetic; working knowledge of laws, ordinances, regulations and policies governing City utilities; and good knowledge of modern office practices and procedures. Ability to spot errors in mathematical computations and data entered on forms or in computer system; ability to take ownership and initiative to address customer needs; ability to communicate effectively both verbally and in writing and to handle emotionally charged customers in difficult situations; 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. Skill in the operation of a computer, adding machine, 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.

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

**Class Code: 6527**

**EEO Code: N-06**

**Pay Code: OT-17**

**Group: Clerical and Administrative**

**Series: Clerical**

**Effective Date: March 13, 2003**