

Position Specific Career Ladder Criteria

Position: Customer Service Representative

Career Ladder Specifications

A. Entry Step

Incumbents in this step are typically newly hired staff or may be longer term staff who have not yet met the requirements to move to higher levels within the career ladder.

Work Elements:

- Meet all minimum education/experience qualifications as listed in the Job Description
- Complete the job specific orientation and training

Wage: Grade 12, Step 1-6

B. Intermediate Step

Incumbents in this step must show proficiency using the customer information system (CIS) software, foster a culture strong in customer service, knowledge of the Utility Rate Schedule (URS), and maintains effective and collaborative professional relationships.

Work Elements:

- Meet all requirements of Entry Step
- Open and sort mail and payments
- Answer incoming phone calls and transfer when necessary
- Assist with billing questions and resolves complaints in a professional manner
- Reply to customer service emails
- Attach meter photos to accounts
- Communicate with customers regarding account information
- Perform account maintenance
- Process "Request to Bill Tenant" forms
- Process customer refunds and returned payments
- Generate and mail 10-day and final bill payment reminder notices
- Generate and process inactive tags
- Reviews and processes returned checks, bankruptcies, credit references, returned mail, and post-dated checks
- Process move ins and outs
- Review and process account deposits
- Input PAP information
- Process service orders (see instructions)
- Perform daily remit

- Generate and review closing reminders
- Generate collection report and call or email customers for notification
- Apply utility services to accounts
- Create and balance daily cash sheet and deposit
- Assist with new employee training

Wage: Grade 12, Step 7-16

C. Senior Step

Incumbents in this step must show proficiency using the customer information system (CIS) software, foster a culture strong in customer service, knowledge of the Utility Rate Schedule (URS), and maintains effective and collaborative professional relationships.

Work Elements:

- Perform all tasks in the Intermediate Step
- Process daily final billing of closed accounts
- Process ACH files for several banks
- Process PAP payments
- Process credit card payments
- Process collection payments
- Prepare shut-off report and tags
- Review meter read errors and make corrections
- Create service orders pertaining to billing situations
- Review accounts with broken arrangements and collect payment
- Review collection status accounts
- Apply billing adjustments
- Send out ebills to customers
- Approve billing cycle statements to be generated by InfoSend
- Process exception billing statements to be generated by InfoSend
- Generate utility bill liens and submit to the County
- Research warranty deeds to verify correct account billing
- Review completed meter change outs
- Install new construction meters on accounts
- Process Customer Request Meter Installations on accounts
- Upload month end collection files to the collection company's website
- Submit tickets to Advanced
- Setup new accounts per building permits
- Provide mentorship to coworkers
- Administer new employee training

Wage: Grade 12, Step 17-26