

Class Code: H62 + 079  
City of Anaheim  
Class Specification

Classification:  
UTILITIES CUSTOMER  
SERVICE REPRESENTATIVE I/II

DEFINITION: To perform public contact and recordkeeping work related to the operational, financial and commercial records of water and electric utilities and to provide a wide range of information and service to utility customers.

Utilities Customer Service Representative I - This is the trainee level class in the customer service series. Working under close supervision, this class performs the more routine tasks and duties and incumbents may have only limited related work experience. Under this training concept, incumbents in this class, as breadth of knowledge and skill level increases, may reasonably expect their positions to be reassigned to the next higher class of CSR II.

Utilities Customer Service Representative II - This is the entry level class in the customer service series. This class performs the more routine tasks and duties, with major public contact over the phone. Incumbents have some previous customer service and public contact experience and work under moderate supervision which requires the application of defined methods and procedures.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS: Depending upon area of assignment, responsibilities and duties may include, but are not limited to the following:

Takes on-and-off orders for utility service by telephone, correspondence or in person.

Establishes deposit amounts from written guidelines for new utility users.

Answers customer questions and resolves complaints pertaining to utility billing procedures.

Computes water and electric bills.

Uses a computer extensively, entering data of utility customers, making data changes, creating work orders, establishing payment plans, extending bill due dates, etc.

Interacts with customers, coordinates with utility field, credit and billing units, reports unauthorized utility usage and uses discretion to determine deposit and restoration of service requirements.

Assists in the determination and resolution of utility payment problems and misreadings; assists in the research, recalculation and adjustment of incorrect bills.

Assists in the transmittal of orders to install, remove and repair meters, prepares orders to disconnect or restore services and to perform other service related changes.

Assists customers who have had their service disconnected or who have received notice to interrupt service, including granting extensions of service.

Makes billing adjustments within established guidelines.

Performs financial transactions including adjusting charges, deposits and service fees.

Prepares paperwork for billing investigations or customer complaints that cannot be immediately resolved.

Provides assistance to other positions or work units with various support assignments or special projects on an as needed basis.

Uses computer to customize form letters to customers.

Assists CSR trainees by observing and coaching.

Performs other job-related duties as required.

#### MINIMUM JOB REQUIREMENTS

##### Utilities Customer Service Representative I:

Experience: Some public contact experience in the sales or service field; phone center experience is preferred.

Knowledge of: Personal computer operation in office applications; office procedures and equipment; English usage; basic math; record keeping and reporting; and fundamental principles of human relations.

Ability to: Read and comprehend written training material in order to learn the functions required of the position; follow verbal and written instructions; establish and maintain effective working relationships with the public and staff; make basic arithmetical calculations; analyze data and draw logical conclusions; maintain accurate records; speak clearly and concisely; communicate effectively; establish and maintain effective working relationships with those contacted in the course of work.

Skill in: Using a computer keyboard and typing accurately at 35 words per minute.

Supervision Received: Works under close technical supervision. Work in progress and completed work is reviewed continuously.

Career Ladder Information: Experience gained in this class may serve to meet minimum requirements for promotion to the Public Utilities Customer Service Representative II or a related class.

##### Utilities Customer Service Representative II:

##### In addition to the qualifications for UCSR I:

Experience: Customer service public contact experience involving the use of personal computers in a utility phone center.

Knowledge of: Fundamental principles of human relations; personal computer operation in office applications; office procedures and equipment; English usage; business math.

Ability to: Communicate effectively with utility customers both in person and over the telephone; understand pertinent procedures and functions quickly and use good judgment in interpreting and applying them to a variety of circumstances under moderate supervision; operate a personal computer; analyze and evaluate data; make accurate and

logical determinations based upon data and interpretive guidelines; maintain accurate records; speak clearly and concisely; simultaneously converse with customers and accurately enter data into a computer.

Physical Requirements: Work in a fast paced, high activity environment; continuously use a personal computer to enter data.

License and/or Certification Required: None

Supervision Received: Works under close technical supervision. Work in progress and completed work is reviewed continuously.

Career Ladder Information: Experience gained in this class may serve to meet minimum requirements for promotion to the Public Utilities Customer Service Representative III or a related class.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Unit of Representation - IBEW  
Revised 1/90 - C Harris  
Revised 7/91 - V. Kilmurray  
Revised 9/97 - V. Kilmurray  
Revised 7/98 - V. Kilmurray  
Revised 8/01 - V. Kilmurray  
Doc: CS1024