CLASS TITLE: **Customer Account Representative**

CHARACTERISTICS OF THE CLASS: Under general supervision, provides customer service by responding to questions and complaints regarding accounts; and performs related duties as required.

ESSENTIAL DUTIES: Interviews customers in person or on the telephone to obtain information regarding billing or service complaints and questions; reviews customer account histories; investigates and corrects account errors; explains the nature of problems and adjustments to accounts; writes account information on forms and enters information on a computer; prepares ledger entries and receipts; calculates installment payment schedules; prepares payment agreements and current bills for customers; prepares affidavits for customers' signatures; processes full payment certificates for accounts in good standing; requests routine and special investigations of service and billing problems; schedules shut-offs and restorations of service; writes work related reports.

RELATED DUTIES: May follow through to ensure that complaints are resolved in a timely manner; may keep logs and other records on complaints received and their resolution.

MINIMUM QUALIFICATIONS:

Training and Experience. Two years of progressively responsible public service, customer service or clerical experience, or an equivalent combination of training and experience.

Knowledge, Abilities and Skill. Good knowledge of customer service techniques. Good knowledge of arithmetic. Some knowledge of computer terminal operations.

Ability to communicate courteously and effectively with the public. Ability to explain account and service information. Ability to evaluate situations and exercise sound judgment. Ability to operate a personal computer.

Good skill in arithmetic. Good human relations skills.

Working Conditions. General office environment.

Equipment. Standard office equipment.

NOTE: While the list of essential duties is intended to be as inclusive as possible, there may be other duties which are essential to particular positions within the class.

June, 1994