



JOB SPECIFICATION

Code 11360

Grade GS 46

CUSTOMER RELATIONS REPRESENTATIVE

General Purpose

Under general supervision, implement and oversee customer service activities, and supervise customer service clerical staff, if assigned.

Typical Duties:

Provide high-level customer service and assist customers. Involves: Assist customers with complex billing issues, service complaints, account discrepancies and payment installment arrangements. Audit diverse customer or financial records, detect incorrect information, conduct interviews with involved parties, analyze findings and determine appropriate solutions. Analyze account status to determine credit issues, identify necessity of debit adjustments. Approve debit and credit adjustments. Oversee, approve, record and issue permits, licenses, ADA waivers, senior citizen discounts, refund checks, bill revisions, collections notices and credit extensions. Provide fast and accurate customer service. Explain billing process to customers. Collect payments for services, fees, utility bills, taxes, permits or admissions from customers. Assist in the review of departmental rules, regulations, policies and procedures. Accept, process and review building and planning permits. Compile, coordinate, and distribute all construction documents to the appropriate authority for review and ultimate approval for permit issuance. Distributes and accepts applications checking for completeness and accuracy. Assist customers with permit review application and inspection process to ensure compliance with various codes. Oversee, approve, record and issue permits and licenses.

Receive, review and prepare work orders. Involves: Work with customers to identify service needs. Assure department rules and regulations are followed. Assure work orders are completed accurately and timely, and update customer account history. Manage and maintain customer records. Provide information to customers regarding codes and other regulatory requirements.

Assist in management of departmental accounting functions. Involves: Post daily payments and customer account adjustments, reconcile accounts receivable and cash accounts. Maintain filing system, record data correctly in general ledgers and activity logs, and prepare special or recurring activity status reports and spreadsheets. Keep records and reports. Log in construction plans updating daily logs, routing plans to appropriate section or department. Research permit and inspection information on the computer.

Supervise assigned staff as required. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development; enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Assist employees in the application of rate structures and computer systems.



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Knowledge, Skills, and Abilities

- Application of considerable knowledge of departmental billing and customer service request processing.
- Application of considerable knowledge of customer service procedures and techniques.
- Application of good knowledge of city, state, or federal codes, City ordinances, rules, regulations and standards in issuing permits.
- Application of good knowledge of department rules and regulations and other applicable regulations.
- Application of good knowledge of personal computers, electronic database access, search, edit, retrieval and security systems, and customer accounting and word processing software, mainframe processors, printers, faxes, copiers and calculators.
- Application of good knowledge of business English, spelling and elementary algebraic concepts.
- Application of some knowledge of supervisory techniques, personnel policies and procedures.
- Application of some knowledge of accounting, coding, billing, clerical and collection techniques.
- Establish and maintain effective working relationships with city officials, coworkers and the public.
- Clear, concise, tactful and prompt oral and written communications.
- Interpretation of oral and written instructions.
- Keep records and prepare reports.
- Ability to use sound judgment and problem solving techniques.

Other Job Characteristics

- Exposure to irate clients.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and two (2) years customer service experience.

Licenses and Certificates: Valid Class C Texas Driver's License. Some positions must obtain Permit Technician certification from the International Code Council within 6 months of appointment.