

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB061 Customer Service Representative II
<b>POSITION #/TITLE:</b> 0196, 0470, 0515, 0591, 0617, 0676, 1277, 1686, 2260 Customer Service Representative II	<b>Adopted:</b> 07-97
	<b>Revised:</b> 02-14

<b>POSITION DESCRIPTION</b>
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<b>Dept /Division:</b> Utilities/Water	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 05
<b>Reports To Position #/Job Code #/JC Title:</b> 0032/NB062/Customer Service Supervisor	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Non-Exempt	<b>City Overtime Status (Employee Type):</b> Non-Exempt (Exception Hourly)
<b>Physical Demand Rating:</b> Sedentary	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Skillcheck (Standard & Advanced Excel, Standard & Advanced Word); Typing Test
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Performs a variety of clerical, administrative support and customer service functions for the customers and employees of the Water Division; performs related work as required.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgment and initiative.

<b>Examples of Essential Work (Illustrative Only)</b>
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Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;

Listens to and responds appropriately to customer requests, questions, and complaints;

Collects and enters appropriate information into the Customer Information System;

Activates and completes functionality in the Customer Information System;

Develops knowledge and understanding of the Customer Information System regarding customer information, billing, payments, collections, field activity, metering, etc. to start/stop service for the customer and to answer customer questions;

Explains departmental policies and business practices to customers;

Works with customers to answer their questions and resolve their issue(s) in a timely manner.

Provides programmatic information to other City employees and the public concerning activities of the Water department;

Prepares correspondence, reports, lists and other documents using the Customer Information System and other software programs such as MS Word and Excel;

Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;

Initiates, terminates, and transfers utility services as requested;

Performs all work duties and activities in accordance with City policies, procedures and safety practices;

Attends work regularly at the designated place and time;

Supports continuous process improvement initiatives;

Performs related work as required.

### **Required Knowledge and Abilities**

Thorough knowledge of modern office clerical, administrative support and customer service practices and procedures;  
Good knowledge of department policies, business practices and current issues of concern to the City and the public;  
Good knowledge of department terminology, procedures and equipment, including the use of computers and related word processing, spreadsheet and database applications appropriate to assigned duties;  
Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;  
Ability to deal effectively with customer issues over the phone and in person;  
Ability to establish and maintain complex clerical records and files and to prepare written reports from such information;  
Ability to handle confidential water customer information with tact and discretion;  
Ability to use process a payment and provide correct change to the customer;  
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;  
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;  
Ingenuity and inventiveness in the performance of assigned tasks.

### **Acceptable Experience and Training**

Graduation from High school or GED, supplemented by additional training in office administrative support practices and procedures; and  
Considerable experience in the performance of clerical and customer service duties; or  
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

### **Required Special Qualifications**

None

### **Essential Physical Abilities**

Requires the following with or without reasonable accommodation:  
Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;  
Sufficient vision, which permits the employee to review a wide variety of written and electronic materials and information;  
Sufficient manual dexterity, which permits the employee to handle a variety of records and files and to operate a computer;  
Sufficient personal mobility, which permits the employee to access office files and visit and distribute materials to other City offices.