

THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

2-14-08

CUSTOMER SERVICE SPECIALIST, 1229

Summary of Duties: Performs specialized business tax and associated permits work, involving various aspects of processing and reviewing customer requests for service, billing questions and resolutions, as well as service complaints, responding to the public's concerns and requests for information on City business tax and associated permits ordinances, rules, regulations, and policies, including the use of a computer terminal for inputting requests, reviewing billing information, and following up on requests; and does related work.

Distinguishing Features: A Customer Service Specialist processes a heavy volume of service requests through public contact in person and by telephone, facsimile or Internet. The duties include customer interaction, analysis and resolution involved in the various aspects of providing customer service and information, customer billing and processing customer applications and permits; must use independent judgment when confronted with unusual situations. The class of Customer Service Specialist is distinguished from other clerical classes in the City, in that incumbents in this class are responsible for reviewing, processing and resolving a myriad of business tax and associated permits, inquiries and complaints on a regular basis, in person and by telephone.

Example of Duties: A Customer Service Specialist:

- Disseminates information regarding City business tax and associated permits ordinances, rules, regulations, benefits, codes, procedures, or discovery programs to customers at a public counter and telephonically;
- Receives and processes customer requests for business tax and associated permits, billing questions and resolutions;
- Computes and determines various tax liabilities and/or various permits along with explaining calculations and compliance requirements to the public;
- Uses good judgment in dealing with irate customers;
- Provides billing and accounting information to customers;
- Checks and verifies billing orders;
- Prepares adjustment vouchers to correct incorrect billings;
- Collects and processes payments at public counters or by telephone;
- Interacts tactfully with mayoral and council staff in reconciling service and billing concerns related to business taxes and associated permits;
- Schedules special services and provides referrals and options as necessary to resolve customer concerns;
- Uses a personal computer terminal for entering business tax and associated permits requests in various City and departmental specialized information systems;

- Updates data on master history file through computer networks;
- Prepares periodic and special reports;
- Prepares classification survey forms for field investigations;
- Prepares written responses to customer inquiries;
- Prepares various charts and spreadsheets;
- Assists with training of new employees;
- Gathers and compiles materials to prepare and revise manuals; and
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A Customer Service Specialist must have the following knowledge and abilities:

Knowledge of:

- City forms and procedures used to complete customer service requests;
- Office procedures and practices;
- Correct English usage, grammar and vocabulary;
- Reading comprehension;
- Basic computer proficiency;
- Basic mathematical proficiency;
- Good customer service techniques; and
- Applicable City ordinances.

Ability to:

- Deal tactually and effectively with the public, other employees and supervisors;
- Explain City policies and procedures, rules and regulations and ordinances;
- Write clear and comprehensive reports;
- Exercise good judgment and make sound decisions;
- Follow written directions;
- Communicate orally;
- Make arithmetic computations;
- Work under pressure; and
- Work independently.

Minimum Requirements:

1. One year of full-time paid call center operation or public counter experience with the City of Los Angeles, or
2. Two years of full-time paid experience with the Office of Finance as a Tax Renewal Assistant or Senior Tax Renewal Assistant.

License: A valid California driver's license may be required prior to appointment.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability; and good eyesight.

Persons with disabilities may be able to perform the essential duties of this class with

reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to reasonably accommodate the limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties, responsibilities, and required qualifications of any position shall be.