

**CITY OF LOS ANGELES
CIVIL SERVICE COMMISSION**



CLASS SPECIFICATION
POSTED JUNE 1999

06-16-98

CUSTOMER SERVICE REPRESENTATIVE, 1230

Summary of Duties: Performs specialized work in various aspects of customer billing and collection of delinquent accounts, including the use of a computer terminal to make necessary input/adjustment transactions and which involve heavy public contact including in-person transactions and a great deal of telephone work to receive customer requests for service and to provide information to customers of the Department of Water and Power, regarding accounts and department programs, and does related work.

Distinguishing Features: A Customer Service Representative performs a heavy volume of routine work and may have a considerable amount of public contact in connection with the business of the Customer Services Business Unit. The duties include telephone and public contact and clerical follow-up involved in the various aspects of providing customer service and the customer billing and collection of delinquent account process. The policies governing this work are well-defined; however, employees must use independent judgment when confronted with unusual situations.

Examples of Duties:

- Receives and executes orders from customers for electric and water service;
- Obtains customer service information and updates data on the master file through computer networks;
- Computes and prepares water and electric bills;
- Provides billing and accounting information to customers and employees;
- Checks and verifies billing orders;
- Prepares periodic and special reports;
- Negotiates payment arrangements and extensions for payments;
- Monitors monthly payment arrangements;
- Reviews information provided by credit bureaus to determine if a deposit is necessary;
- Prepares adjustment vouchers to correct incorrect billings;
- Prepares classification survey forms for field investigation;
- Posts data and corrects irregular applications for service;
- Reconciles customers' account receivable ledgers;
- Collects payments;

- Makes refunds and adjustments;
- Determines payments for bank deposit;
- Makes refunds and adjustments;
- Determines credit status of new and existing customers;
- Receives complaints and requests for service and for adjustments on electric and water bills;
- Operates personal computer to input or obtain various customer information;
- Records completed field orders affecting a change in meter status;

- Maintains suspense files, street indexes and maps;
- Maintains records of delinquent service bills;
- Orders service cut, discontinued or reestablished;
- Writes replies to customer inquiries;
- Relieves other employees during absences;
- Signs for and processes all bank-rejected checks made payable to the department;
- Prepares various graphs and charts;
- Assists in supervising the operations of a branch office;
- Trains new employees;
- Gathers and compiles materials to prepare and revise manuals;
- Performs limited supervisory duties or assists in assigning, reviewing, and expediting work;
- May act for the supervisor during the supervisor's absence;

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

The ability to:

- Exercise good judgment and make decisions;
- Deal tactfully and effectively with the public;
- Follow written directions;
- Communicate orally;
- Make arithmetic computations;
- Work under pressure.

The knowledge of:

- Correct English usage, grammar and vocabulary;
- Reading comprehension.

Minimum Requirements: Current employment with the City of Los Angeles, with six months of full-time paid office clerical or public contact experience with the City of Los Angeles, or six months of full-time paid experience as an exempt Commercial Service Representative with the City of Los Angeles Department of Water and Power.

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

Those with medical limitations may be able to perform the duties of some positions in this class with reasonable accommodation. The decision to accommodate someone's limitations will be made on an individual basis and depends on the types of limitations, what the hiring department can reasonably do to accommodate them, and the specific qualifications.

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 the duties and responsibilities of any position shall be.