

# **CUSTOMER SERVICE REPRESENTATIVE II**

## **Milwaukee Water Works**

**THE PURPOSE:** As a front line service provider for the Water Department, the person in this position ensures customer satisfaction in response to inquiries, requests for services, questions about payments, and concerns about existing and new accounts. The Customer Service Representative II is expected to be proficient with computer operations and to perform technically complex telephone, cashiering and clerical duties.

### **ESSENTIAL FUNCTIONS:**

#### **Customer Service – Telephone and Counter Service**

- Answers a high volume of telephone calls, responding to customer inquiries related to municipal service bills.
- Provides excellent service to walk-in customers who wish to make payments or ask questions related to their municipal service bills.
- Processes municipal bill payments received from customers in person or via the U.S. mail.
- Initiates work orders.
- Analyzes existing customer accounts.
- Explains and clarifies charges listed on municipal bills.
- Updates existing customer accounts.
- Adjusts charges when appropriate and posts them to customers' accounts.
- Calculates and issues final billing statements.
- Receives and records customer payment arrangements.

#### **Customer Service – Account Maintenance**

- Performs all tasks necessary to maintain accurate customer account records, including making adjustments, issuing adjustments to charges on municipal services bills, and updating ownership and billing information.

### **MINIMUM REQUIREMENTS**

1. Four years of office support job experience, including two years of experience performing customer service work at the level of a Customer Service Representative I or above. Equivalent non-City experience will be accepted.
2. Residency in the City of Milwaukee within six months of appointment and throughout employment.

### **DESIRABLE QUALIFICATIONS**

- High School Diploma or GED
- Professional cashier and/or cash-handling experience.
- Ability to understand and speak Spanish.

### **KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:**

- Ability to consistently handle a high volume of telephone calls and customer inquiries on a daily basis.
- Desire to serve the public.
- Excellent listening skills.
- Ability to communicate calmly and tactfully with customers who may be upset, both in person and over the telephone.
- Ability to deal with stress and maintain a positive demeanor.
- Ability to work in a team environment.
- Knowledge of Microsoft Windows, spreadsheet, and word processing software.
- Basic keyboarding skills.
- Ability to meet deadlines regularly.
- Ability to read maps and City street layouts.

**THE CURRENT SALARY RANGE (435) IS: \$33,316-\$36,708** annually.

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