

CUSTOMER SERVICE REPRESENTATIVE III-BILINGUAL (SPANISH)

DPW-WATER WORKS DIVISION

NOTE: The eligible list resulting from this examination may be used to fill similar City of Milwaukee positions.

THE PURPOSE: As a front line service provider for Milwaukee Water Works (MWW), the Customer Service Representative III-Bilingual ensures customer satisfaction by responding to inquiries, requests for services, questions about payments, and concerns about existing and new accounts. In addition, the person in this position works with customers to schedule water meter replacement. The Customer Service Representative III-Bilingual performs his or her duties via telephone and in person and handles cashiering duties as assigned.

ESSENTIAL TASKS:

Customer Service:

Provides excellent customer service by professionally responding to customer inquiries concerning municipal service bills and water meter services: answers and handles a high volume of phone calls, serves walk-in customers, and accepts payments through U.S. mail; processes payments in accordance with approved cashiering procedures.

- Initiates work orders for requested Water Works services.
- Documents customer contacts in the Water Customer Information System (CIS).
- Schedules water meter service appointments related to water meter installations, replacements, automated meter replacements, and water meter tests.
- Analyzes customer accounts and explains and clarifies charges on the municipal services bill.
- Receives customer payments and records payment arrangements.
- Resolves inquiries and adjusts charges as the result of investigations; enters updates such as ownership and billing information.
- Calculates and issues final billing statements upon request.
- Explains plumbing deviancies to customers and reasons for repair work; explains the need for the MWW personnel to gain entry to customer premises to perform the required meter maintenance.
- Schedules high/low consumption, occupancy, and leak investigations as well as meter re-reads.
- Analyzes and updates water meter information in customer accounts.
- Reviews customer accounts and determines which accounts should receive a corrective action letter.
- Explains and clarifies charges listed on municipal service bills as they relate to the water meter services.
- Records meter accuracy test results in the Water CIS.
- Enters dial card and phone information in meter readings for the billing statements.

Other:

- Assists with training of new employees.
- Performs other duties as assigned.

CONDITIONS OF EMPLOYMENT:

- ❖ The Customer Service Representative III-Bilingual may be assigned to various work locations depending upon the needs of MWW:
 - Business Office (841 N Broadway St, Room 409)
 - Water Meter Services-South (1901 S Kinnickinnic Ave)
 - Water Meter Services-North (2919 N Cameron Ave)
- ❖ The Customer Service Representative III-Bilingual must be willing and able to work an assigned shift according to the needs of MWW:
 - Mon-Fri – 8:00 a.m.-4:45 p.m. – Business Office
 - Mon-Fri – 8:15 a.m.-5:00 p.m. – Business Office
 - Mon-Fri- 7:30 a.m. -4:15 p.m. – Business office
 - Mon-Fri – 8:00 a.m.-4:30 p.m. – Meter Shop
 - Tue-Sat – 8:00 a.m.-4:30 p.m. – Meter Shop
 - Mon-Fri – 11:00 a.m.-7:30 p.m. – Meter Shop

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.

Customer Service Representative III, Bilingual (Spanish)

MINIMUM REQUIREMENTS:

1. Four full years of office support job experience, including two full years of experience performing high-volume customer service work at the level of a Customer Service Representative I or above.
 - a) *Equivalent non-City experience will be accepted.*
 - b) *Equivalent part-time experience will be accepted.*
2. Bilingual in Spanish and English.
3. Residency in the City of Milwaukee within six months of appointment and throughout employment.

DESIRABLE QUALIFICATIONS:

- Cashiering or cash-handling experience.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- ♦ Ability to speak fluently in both Spanish and English.
- ♦ Ability to read and write in both Spanish and English.
- ♦ Knowledge of principles and practices of providing customer service.
- ♦ Ability to provide excellent customer service to citizens from all economic, educational, and cultural backgrounds.
- ♦ Ability to consistently handle a high volume of telephone calls and customer inquiries.
- ♦ Listening and complaint-handling skills.
- ♦ Ability to remain calm and professional and exercise tact when serving customers who may be upset, both in person and over the telephone.
- ♦ Ability to work harmoniously in a team environment.
- ♦ Ability to meet deadlines in a fast-paced setting.
- ♦ Knowledge of mathematics and the ability to make accurate calculations.
- ♦ Knowledge of computers, including Microsoft Windows, word processing, and spreadsheet software.
- ♦ Ability to learn proprietary software programs.
- ♦ Keyboarding and data entry skills.
- ♦ Ability to use office equipment such as copiers, fax machines, and calculators.
- ♦ Ability to perform cashiering duties and use cash registers and check scanners.
- ♦ Ability to read maps and learn Milwaukee's street layouts.
- ♦ Ability to pay attention to details.
- ♦ Honesty and integrity and the ability to maintain confidentiality.

THE CURRENT PAY RANGE (6HN) IS: \$36,170-\$40,836 annually with excellent benefits. Recruitment is at **\$36,902**.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: education and experience evaluation; written, oral, or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **May 15, 2013**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified of the date, time and place of the examination. Unless otherwise required by law, the City of Milwaukee will not provide alternative test administration. The applicant is responsible for attending all phases of the job selection process at the time and place designated by the City of Milwaukee.

APPLICATIONS and further information may be obtained in person or via mail from the City of Milwaukee Department of Employee Relations, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, from www.milwaukee.gov/jobs, or by calling 414.286.3751.