

CUSTOMER SERVICE REPRESENTATIVE III

Recruitment #1511-0442DC-001

List Type Original

Requesting Department DPW-WATER-BUSINESS

Open Date 1/12/2016 5:00:00 PM

Filing Deadline 2/5/2016 11:59:00 PM

HR Analyst Marti Cargile

Introduction

Located on the western shore of Lake Michigan, Milwaukee is an urban hub bursting with energy. Milwaukee provides a casual sophistication – big city appeal without the big city hassles. We are accessible and affordable, and our residents are welcoming. Milwaukee has evolved through the years, bringing together its unsurpassed old world charm with a breathtaking Art Museum, top-flight arts and cultural attractions, professional sports, lakefront festivals, recreational opportunities, and great restaurants.

“The Milwaukee Water Works is a national leader in providing high quality, healthful drinking water and comprehensive water quality monitoring.”

Purpose

As a front line service provider for Milwaukee Water Works (MWW), the Customer Service Representative III 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 replacements. The Customer Service Representative III performs his or her duties via telephone and in person and handles cashiering duties as assigned.

Essential Functions

- 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 deficiencies 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.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

Conditions of Employment

Customer Service Representative IIIs may be assigned to work at MWW work locations depending upon staffing needs:

- Business Office (841 N Broadway St, Room 409)
- Meter Shop (2919 N Cameron Ave)

Customer Service Representative IIIs must be willing and able to work various shifts 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

Minimum Requirements

- Four years of experience providing clerical support and using keyboarding skills in an office setting, including two years of experience performing high-volume customer service work.
 - *Equivalent combinations of education and experience may be considered.*
 - *Part-time work that totals four years of the experience as described above will be accepted.*

Desirable Qualifications

- Cashiering or cash-handling experience.
- Bilingual in Spanish and English.

Knowledges, Skills, Abilities & Other Characteristics

- Ability to read, understand and process work-related documents, such as bills, correspondence, forms, and reports.
- 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 have complaints, both in person and over the telephone.

- Ability to work well in a team environment.
- Ability to meet deadlines in a fast-paced setting.
- Knowledge of computers, including Microsoft Windows, word processing, and spreadsheet software.
- Ability to learn proprietary software programs.
- Keyboarding and data entry skills.
- Knowledge of mathematics, ability to make accurate calculations, and ability to learn cashiering duties.
- Ability to use equipment such as cash registers, check scanners, calculators, copiers, and fax machines.
- Ability to read maps and learn Milwaukee's street layouts.
- Ability to pay attention to details.
- Honesty, integrity, and the ability to maintain confidentiality.

Current Salary

The current starting salary (**PR 6HN**) for City of Milwaukee residents is **\$37,830** annually, and the non-resident starting salary is \$36,902.

Selection Process

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.

INITIAL FILING DATE: The examination will be held as soon as practical after **February 5, 2016**.

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.

- **NOTE:** *The City's residency requirement set forth in City Charter 5-02 is under litigation. Even though the City is legally able to enforce the current residency requirements based on a recent Wisconsin Court of Appeals decision, the City has agreed to continue to suspend enforcement of the ordinance until the Wisconsin Supreme Court issues a final decision. If the Wisconsin Supreme Court affirms the Court of Appeals decision, the City intends to fully enforce the residency requirement for all employees. Consequently, employees who disregard the requirements of the ordinance do so at their own risk. Applicants for City of Milwaukee positions should understand the City's commitment to its residency requirement. During this period of uncertainty it is important to take that into account when submitting an application and more importantly when deciding to accept an employment offer. Please contact (414) 286-3751 if you have questions regarding your individual circumstances as part of the application and/or selection process.*