

CUSTOMER SERVICE REPRESENTATIVE II – BILINGUAL (SPANISH)

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 - Bilingual 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 and provides excellent service to 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 and updates existing customer accounts.
- Explains and clarifies the charges listed on municipal service bills.
- 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.

Customer Service – Water Meter Services

- Answers and provides excellent service to a high volume of telephone calls, responding to customer inquiries related to Water Meter Services.
- Initiates, schedules, modifies and closes meter work orders.
- Documents customer contact thoroughly in the Water Customer Information System (CIS).
- Schedules water meter service appointments in regards to water meter installations, replacements, automated meter replacements, and water meter tests.
- Explains various plumbing deviancies to customer and the reason for the required repair work. Explains the need for the Milwaukee Water Works to gain entry to the customer premise to perform the required meter maintenance.
- Schedules high/low consumption investigations, meter re-reads, occupancy investigations, and leak investigations.
- Analyzes and updates existing customer accounts.
- Reviews customer accounts and determines which account should receive a corrective action letter.
- Explains and clarifies the charges listed on municipal service bills as they relate to the water meter services.
- Records all meter accuracy test results in the Water CIS.
- Enters dial card and phones 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.

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. Ability to fluently speak, read, write, and understand Spanish.
3. 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.

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 while delivering excellent customer service.
- Excellent listening skills.
- Ability to communicate calmly, clearly 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.
- Ability to navigate through multiple computer applications while performing other duties, proficiently.
- Knowledge of Microsoft Windows, spreadsheet, and word processing software.
- Attention to details.
- Basic keyboarding skills.
- Ability to meet deadlines regularly.
- Ability to read maps and City street layouts.

THE CURRENT SALARY RANGE (435) IS: \$35,363-\$38,963 annually with excellent benefits.

NOTE: the Customer Service Representative II- Bilingual may be eligible for promotion to the **Customer Service Representative III - Bilingual** [*Annual salary range (445): \$36,902-\$40,836*] after six months of satisfactory performance and successful completion of a job-related examination.

THE SELECTION PROCESS will be job related and will consist of one or more of the following: training and experience evaluation; written, oral, or performance examinations; 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 **March 26, 2010**. Receipt of applications may be discontinued after this date without prior notice; however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time, and place of the examination.

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