

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	CUSTOMER SUPPORT REPRESENTATIVE I (2)	Department:	Customer Support
Requisition Number:	2021242		
Hours:	7:30 am to 5:30 pm, eight (8) hours shifts, may vary	Rate of Pay:	\$41,000 - \$45,000 annually
Date Posted Up:	10/15/2021	Date Posted Down:	10/18/2021
Time Up:	8:30 am	Time Down:	8:30 am

SUMMARY

Working under the direction of the Customer Support & Billing Manager, incumbent acts as the liaison for the customer and City Utilities. Incumbent should be able to effectively handle customer issues, complaints and inquiries while keeping customer satisfaction at the core of every decision and behavior. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City and Utility's safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

Customer Support

- Assists customers with account inquiries, both in person and over the telephone, email, chat, and logs all customer contacts in CIS;
- Identify customers' needs, clarifies information, researches every issue and provides solutions and/or alternatives;
- Manage large amounts of inbound and outbound calls in a timely manner;
- Greets and directs walk-in customers;
- Assists with customer questions as necessary.

Document/Data Processing

- Performs on-line data entry pertaining to customer accounts;
- Initiates and terminates services;
- Performs daily filing involving computer generated reports;
- Sets up payments, extensions, and agreements as necessary;
- Takes action regarding incoming mail and outgoing mail;
- Arranges for special reads, meter changes, and field investigations;
- Keep records of all conversations in our call center database in a comprehensible way;
- Prepares reports of all calls and walk-ins;
- Assists in scanning of paperwork as necessary;

DISTINGUISHING FACTORS OF CUSTOMER SUPPORT REPRESENTATIVE

Customer Support Representative I (CSR 1) – Possesses a strong operational knowledge of Customer Support department operations, proficiency in 1-2 divisions, and is proficient in answering incoming telephone calls and reviewing incoming correspondence concerning City Utility services and

information. Possesses the technical skills needed to use all department technology in the performance of essential duties and responsibilities.

Customer Support Representative II (CSR II) – Possesses all of the qualifications of the CSR I position, and advanced knowledge of Customer Support department operations as gained through experience in Customer Support. Possesses proficiency in 3 – 4 divisions of Customer Support.

Customer Support Representative III (CSR III) – Possesses all the qualifications of the CSR II position. Possesses proficiency in 3 – 4 divisions of Customer Support. Oversees training for Customer Support staff on new and revised operating procedures and the development of training manuals and related materials. Maintains individual and department training records and updates training materials, manuals and procedures. Serves as a team lead for the department. Fills in when the Customer Support Supervisor is unavailable.

MARGINAL FUNCTIONS

Performs other duties as required.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

Incumbent does not supervise any staff.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

Associates Degree (AA) or equivalent from a college, technical/trade school and six months to one year experience in a call center; or equivalent combination of education and/or experience in a call center.

OTHER KNOWLEDGE, SKILLS and/or ABILITIES

- Experience with billing software preferred;
- Ability to meet and deal with internal and external customers with patience, courtesy, and tact in person and over the telephone;
- Ability to answer routine customer questions;
- Ability to keyboard and perform data entry accurately, a keyboarding test will be administered;
- Ability to resolve conflict, troubleshoot, and problem solve;
- Ability to be organized, work effectively with a team, and be self-motivated;
- Ability to compare names and numbers, and make arithmetical calculations;
- Ability to communicate orally and in writing;
- Ability to listen to customers; Clarifies and rephrases what customer has said;
- Ability to stay focused and positive;
- Ability to remain professional and always show respect for others;
- Ability to operate standard office machines, scanner, do light typing, and data entry;
- Ability to do routine clerical work consistently and accurately;

- Ability to apply departmental rules and regulations relevant to the assigned tasks;
- Ability to multi-task, set priorities, and manage time effectively, achieve goals and follow policies set by management;
- Must always maintain professional appearance;
- Maintain an average of 40 calls per day; this will be tracked on a monthly basis.

LANGUAGE SKILLS

Incumbent is responsible for accurately communicating routine information and aiding other staff when necessary. Incumbent has constant daily contact with persons internally and externally for the purpose of giving and receiving information. As the first contact point with the department incumbent must always demonstrate empathy, patience and consistency when dealing with the public. You will be expected to communicate clearly and precisely. The ability to speak multiple languages is considered an asset.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. The incumbent must have the ability to deal with problems involving several concrete variables in standardized situations. The incumbent is required to exercise judgment, decisiveness, and creativity in situations involving evaluation of information against measurable or verifiable criteria. Incumbent is responsible for following standard departmental procedures and regulations when performing the duties required. Incumbent has little opportunity to make choices when carrying out routine assignments, but analysis and judgment is required when assisting customers with problems. Work may be reviewed for quality and accuracy at critical phases and upon completion. Errors in decision are not immediately apparent through supervisory review but are revealed through adverse effects on operations.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Indiana driver's license if City vehicle is used.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent works in a regular/normal office environment, normally seated, standing or walking at will while performing routine and repetitive work. Conflict may occur when dealing with difficult or unreasonable customers.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen's Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.