

PROVO CITY CLASSIFICATION SPECIFICATION	
<b>Title:</b> Senior Customer Service Representative	<b>Job Code:</b> 1034
<b>Date:</b> November 27, 2023	<b>EEO Code:</b> OC
<b>FLSA Designation:</b> Non-Exempt	<b>Civil Service:</b> Covered (UC)

**DEFINITION:** This is experienced technical accounting and customer service-related work in support of utility billing and the City-wide inbound call system.

**CLASSIFICATION STANDARDS:** Positions allocated to this classification are responsible to a designated supervisor and perform all assigned work under general supervision. This work is distinguished from the work of Customer Service Representative by its higher degree of complexity and required comprehensive knowledge on all billing functions.

**ESSENTIAL DUTIES:** Independently respond to complex customer questions and concerns about utility services and/or general City information; interact with customers in person, over the phone, by mail, or by other electronic communications; resolve comprehensive issues; provide leadership to less experienced workers; perform specialized account processes; route inquiries to appropriate staff and/or City departments as needed; advise and assist customers in procedures for establishing utility services; review service applications and check for existing utility credit status; determine if deposit and additional fees are required; enter and/or edit customer account information in the billing system; refer customers to financial assistance resources when appropriate; schedule service connects and disconnects and initiate work orders to field technicians; resolve comprehensive connect and disconnect problems; review location files for discrepancies; coordinate special tagging assignments with crews; receive, process, and approve business license applications; verify type of Provo Municipal Airport badges needed, check badge recipient identification, and print and distribute badges.

Independently review and edit existing customer account information; collect payments including cashiering or processing checks and electronic payments; compare payment and remittance stub to account balance; apply payments to proper account and/or service; compute each service payment and change returned; answer customer questions about payments and computation of utility bills; review customer accounts to approve for refunds; initiate refund processing and issue refunds; balance account information when making adjustments; collect refund data and special check totals; itemize department issued checks; maintain customer files; document approved special exceptions; resolve comprehensive customer account problems; count and balance cash in money drawers; monitor accounts for theft or abuse; perform fingerprinting duties for varied purposes including permits and background investigations; if eligible, process new and renewal U.S. passport applications; secure money in vault.

Receive, track, and respond to various general City business issues received through the City-wide inbound call center; coordinate with staff from other departments on general questions; prepare various month-end reports for supervisor; maintain various performance statistics; perform filing and clerical functions as needed; fill office supply orders; maintain central stockroom; receive and distribute mail; perform basic business licensing functions as needed; assist coworkers as needed; perform other related duties as required.

**MINIMUM REQUIREMENTS:** High School Diploma or equivalent and 2 years of experience as Provo City Customer Service Representative, **OR** 4 years of comparable customer service

experience, **OR** an equivalent combination of job-related education/experience [substituting each 1 year of post-secondary education/training for 6 months of experience]. Some positions may require a minimum typing and/or 10-key speed. Spanish speaking skills desirable.


**License/Certification(s):** A valid, lawful Driver License may be required. Passport Acceptance Agent Certificate required for eligible employees (U.S Citizenship required) or Security Identification Display Area Airport (SIDA) Badge (criminal history check required) required.

**SELECTION FACTORS:** *Knowledge of:* accounting and credit collection terminology, procedures, codes, and classifications; specialized account functions including remittance processing, service order closings, and military adjustments; computerized accounting systems including utility accounting systems; customer service procedures and practices; balancing, verifying, and reconciling multiple service accounts; related laws, codes, rules, and regulations governing functions of the position; policies and procedures established for the work system; operations performed and purposes served by the department; airport badge, passport, and business license processes; basic English composition, spelling, and grammar. *Skill in:* performing duties in a manner that demonstrates respect, integrity, courtesy, and kindness towards fellow workers, customers, and the general public; basic computer operations; typing and 10-key; written and verbal communication; fingerprinting; reviewing account information and explaining billing procedures to customers; practicing trust-building behaviors. *Ability to:* apply City accounting procedures; deal with the public in a pleasant, courteous, and calm manner in all circumstances; communicate effectively both orally and in writing; develop and maintain effective working relationships with the public, coworkers, and superiors; quickly and accurately perform work; understand and execute oral and written instructions; handle routine mathematical calculations quickly and accurately; demonstrate a high level of commitment to the principles of positive customer service.

**TOOLS AND EQUIPMENT USED:** Computers, printers, CIS and other related software, 10-key machine, copiers, telephone, protective gloves, and other basic office equipment.

**PHYSICAL DEMANDS:** Requires sitting or standing at a computer, desk, or counter for long periods while maintaining concentrated attention to detail.

**ENVIRONMENTAL FACTORS:** Requires possible exposure to high-stress situations or environments, including contact with irate and possibly hostile customers. Requires wearing protective gloves and touching customers' hands to take fingerprints.

  
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Department Director

11/27/23  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Mayor/Chief Administrative Officer

11/27/2023  
\_\_\_\_\_  
Date

**NOTE:** The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Classification specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This classification specification supersedes earlier versions.