



CLASSIFICATION TITLE: Customer Service Lead	JOB NUMBER: 7214	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Customer Service Supervisor or Designee	PAY GRADE: 17	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Under the general direction of the Customer Service Supervisor or designee, provides training, guidance and support to Customer Service division staff; performs administrative support work assisting customers , receiving and providing customer service information, preparing and processing billing, cashiering, scheduling, and related work as apparent or assigned.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Provides training, guidance, and support to Customer Service Representatives (CSRs) in the coordination of daily, weekly, and monthly work activities. Assists in monitoring workflow and ensuring tasks are completed in accordance with established procedures and service standards.
- Collaborates with the Customer Service Supervisor to prioritize and assign daily tasks. Assists in coordinating staff schedules, providing input on work planning, and offering feedback on performance. Supports staff by answering questions, clarifying procedures, and assisting with policy interpretation and training on work methods.
- Assists the Customer Service Supervisor in developing CSR employees by mentoring, coaching, and training on customer service duties, processes, policies,

and procedures. Assists with the preparation, development and deployment of training programs, manuals and desk procedures, and updates as assigned.

- Assists with billing functions to include timely and accurate processing of utility billing, collections, and all other daily functions in the customer service office. Analyzes and reconciles bills, payments, write offs, licensing authorization, and other transactions in the customer service office to ensure all charges, payment collections, licenses issued, and the like are processed according to policies, procedures, and laws.
- Ensures timely billing of all accounts, resolution to billing exceptions or inquiries by calculating customer billings for accuracy.
- Assists the Customer Service Supervisor in responding to elevated requests and inquiries regarding deviation from standard procedures related to CSR work assignments; performs internal auditing of CSR functions and cash management reconciliation, and assures compliance with laws, codes, and regulations applicable for utility billing, business licensing, and all other daily functions in the customer service office.
- Analyzes, reviews, prepares, and maintains a variety of detailed and comprehensive records, files, and reports; analyzes a variety of administrative problems, and makes appropriate recommendations.
- Assists customers in person, by telephone, fax, or e-mail regarding requests, including questions or complaints, services, and miscellaneous accounts receivable, billings, payments, deposits, credit extensions, rate schedules, or changes, and departmental policies and regulations. Ensures satisfactory resolution to customer issues by answering inquiries related to CSR accountabilities, coordinating with others in the City resolving complex issues, and by adhering to City codes/procedures.
- Performs research necessary to address customer issues or concerns; consistently applies the municipal code, policies, and guidelines to customer situations, notifies the supervisor of circumstances that require clarification for correct application of the code, policies, and guidelines, and takes responsibility for follow-through with the customer to bring closure to the request, service issue, or problem.
- Communicates with other departments and outside agencies as needed to resolve problems, provide information, and address anomalies. Keeps the Customer Service Supervisor and other leaders apprised of matters that may require their attention.
- Maintains a high level of confidentiality and discretion in working with customer information, including Payment Card Industry (PCI) regulations.
- Maintains records and files pertaining to divisional operations, programs and expenditures; prepares status reports, charts and graphs as requested; may assist with public records requests for division.

- Maintains knowledge in all aspects of CSR functions and assists in performing all functions of a CSR as needed.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes, and regulations.
- Financial and statistical record-keeping techniques.
- Basic math and computer skills.
- Proper telephone techniques and etiquette.
- Various financial, utility, and document management enterprise software systems.
- Modern office practices, methods, procedures, and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.

Skills and Abilities to:

- Train, lead, plan, organize, and provide work direction to others.
- Maintain accurate financial and statistical records.
- Provide excellent customer service.
- Handle transactions accurately and efficiently.
- Analyze situations accurately and adopt an effective course of action.
- Learn, read, interpret, apply, and explain laws, codes, regulations, policies, and procedures.
- Develop, modify, and recommend improvement in existing customer service procedures.
- Learn and adhere to typical office policies, rules, and practices.
- 10-key by touch with accuracy.
- Data entry (Alpha-Numeric) by touch with accuracy.
- Understand and follow oral and written directions.
- Work confidentially with discretion and maintain confidential information.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

- Valid driver's license.

EDUCATION AND EXPERIENCE

High school diploma or GED and three (3) years experience providing customer service, to include one (1) year of experience in a lead role or capacity.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to


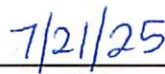
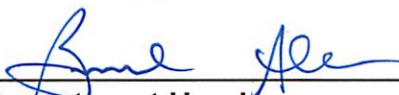
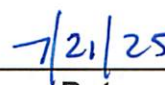

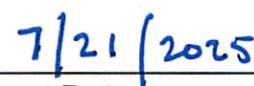
successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work occasionally requires lifting, carrying, pushing, pulling, and exertion of up to 50 pounds; work regularly requires sitting, speaking or hearing, and using hands to finger, handle or feel; frequently requires repetitive motions, and occasionally requires standing, walking, stooping, kneeling, or crouching and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; seldom exposure to outdoor weather conditions and operating motor vehicles; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director <i>designee</i>	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date