



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 886.2

Job Title: **CUSTOMER SERVICE REPRESENTATIVE I**

Pay Grade: 13

GENERAL SUMMARY:

Researches, analyzes and resolves standard customer complaints to provide quality customer assistance.

RESPONSIBILITIES:

- Researches, analyzes, and resolves standard customer concerns and inquiries via various forms of communication i.e. phone, email, site visits, etc.
- Provides information on City programs, rates and/or process changes, and guidelines. Educates the public on various initiatives and/or programs .
- Provides general information to customers on account balances, services, delinquent accounts and adjustments. May work with other departments and agencies to resolve billing inquiries. May verify new customer accounts with other companies. May collect and balance daily revenue from sale of permits, receipts or fees.
- Performs data entry activities to record information.
- May distribute forms to customers to complete for City services.
- May refer customers who require additional assistance to the appropriate agencies.
- May create work orders and project numbers. May contact other companies to release services on completed projects.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Six months of administrative or customer service related experience is required.

Substitution: An Associate's degree may be substituted for the experience requirement.

COMPLEXITY:

Work consists of standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and facts in selecting the correct action.

SPECIFICATIONS (continued):

IMPACT OF ACTIONS:

Errors in work lead to minor inconvenience and incur some costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with the clerical and technical staffs. Interaction involves routine information exchange and/or service activity requiring common courtesy; e.g., answering questions, giving directions in response to requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a monitor.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be listed in the above job description.

CAREER LADDER:

- Customer Service Representative I
- Customer Service Representative II
- Customer Service Representative III
- Customer Service Supervisor
- Customer Service Section Chief
- Assistant Customer Service Manager
- Customer Service Manager

Effective: October 1990

Revised: July 2019