



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 886.3

Job Title: **CUSTOMER SERVICE REPRESENTATIVE II**

Pay Grade: 15

GENERAL SUMMARY:

Uses standard problem-solving techniques to provide general information and customer assistance for quality service.

RESPONSIBILITIES:

- Researches, analyzes, and resolves standard customer problems and inquiries by various forms of communication i.e. phone, email, in person, etc.
- Prepares documentation to adjust customer accounts while maintaining security and confidentiality.
- Maintains and monitors various records and reports on customer assistance including state mandated electronic systems.
- Provides information on City programs, rates and/or process changes and guidelines. May distribute information to the public on City programs and/or initiatives.
- May collect and balance daily revenue from sale of permits, receipts or fees.
- May create work orders and project numbers. May contact other companies to release services on completed projects.
- May function in a lead capacity.

SPECIFICATIONS:

KNOWLEDGE:

Requires a high school diploma or a GED.

EXPERIENCE:

Two years of administrative or customer service related experience are required.

Substitution: An Associate's degree may be substituted for up to two years of the experience requirement.

COMPLEXITY:

Work consists of standard procedures and tasks where 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:

May occasionally function in a lead capacity.

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 included in the above job description.

JOB FAMILY:

- 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