



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 886.6

Job Title: **CUSTOMER SERVICE REPRESENTATIVE III**

Pay Grade: 16

### **GENERAL SUMMARY:**

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

### **RESPONSIBILITIES:**

- Provides accurate customer service responses to customer inquiries that are complex in nature by various forms of communication i.e. phone, email, mail, or in person including referrals to other government agencies.
- Monitors customer accounts and researches data to resolve problems. Prepares documentation to adjust customer accounts while maintaining security and confidentiality.
- Maintains and monitors various records and reports. Prepares written records of proceedings, as well as original correspondence to customers.
- May distribute information to the public on City programs and/or initiatives.
- May act as liaison to the Mayor and Council Offices. Maintains successful partnerships with the community and other agencies.
- May request field investigations through work orders; updates work orders and customers on findings or resolution.
- May function in a lead capacity or serve as a shift leader of Customer Service Representatives or volunteers. Acts as liaison and trainer to volunteer staff. Coordinates staff activities including work schedules, case information, and other actions as needed.
- Performs other related duties as requested.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a high school diploma or a GED.

#### **EXPERIENCE:**

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

**Substitutions:** Associate's degree may be substituted for up to two years of experience. Bachelor's degree may be substituted for the years of experience.

## **SPECIFICATIONS: (continued)**

### **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.

### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the supervisor available to answer questions as they arise.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

May function in a lead capacity or serve as a shift leader of Customer Service Representatives.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating, resolving problems and/or obtaining necessary information.

#### **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*