

CLASS TITLE: CUSTOMER SERVICE REPRESENTATIVE

Class Code: 02467100

Pay Grade: 14A

EO: E

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To be responsible for the efficient and tactful handling of all customer inquiries providing the information required consistent with the policy of the Narragansett Bay Commission; and to do related work as required.

SUPERVISION RECEIVED: Works under the direction of the Customer Service Manager with latitude for the exercise of independent judgement; work is reviewed for conformance to established policies, rules, regulations and procedures.

SUPERVISION EXERCISED: Generally none.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To receive and respond to incoming telephone and written customer account inquiries by telephone and/or letter.

To initiate telephone callbacks to answer customer inquiries or requests for information concerning pending or completed transactions utilizing customer account records.

To input, analyze and verify customer inquiries using the CRT on-line terminal system and research hard copy data records when necessary.

To do account maintenance and adjustment activity to correct information on customer account records.

To perform the reconciliation of remittance data to customer account records.

To maintain reports, studies and logs monitoring correspondence activity and special projects as required by a superior.

To maintain a high level of composure and judgement when working under tense or pressure situations that may be encountered in handling customer complaints.

To promote a good public image of the corporation via all customer contact.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A working knowledge of administrative and clerical practices; the ability to understand readily and carry out complex oral and written directives; a knowledge of CRT terminal operation; the ability to work under tense or pressure situations when handling customer inquiries/complaints; the ability to determine the mathematical accuracy of billing records and reconciliation of data reports; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; or

Experience: Such as may have been gained through: employment in a bank, insurance company or utility wherein customer interface by telephone or in person was required.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: March 16, 1986

Editorial Review: 3/15/03