



CITY OF SANTA ROSA
invites applications for the position of:
**Customer Service
Representative**

An Equal Opportunity Employer

SALARY: \$23.38 - \$28.42 Hourly
\$4,052.33 - \$4,925.67 Monthly

OPENING DATE: 07/26/18

CLOSING DATE: 08/09/18 11:59 PM

THE POSITION:

*The City of Santa Rosa is actively seeking candidates for the position of
CUSTOMER SERVICE REPRESENTATIVE*

Application are accepted online only at www.srcity.org/jobs

Would you like a career where you can be part of a dynamic, diverse, inclusive organization committed to serving its community through excellent customer service? Become part of the City team and enjoy a great work environment with exceptional benefits including health, dental, vision and life insurance, a generous retirement program, a reasonable work schedule and time off starting with 2 weeks per year plus 12 paid holidays.

Customer Service Representatives work in a call center environment responding to customer inquiries, maintaining customer accounts, processing service requests, processing tax registration forms, and receiving payments according to specific guidelines and procedures. This class is distinguished from the general office support classes in that the responsibilities include extensive public interaction in situations requiring problem resolution, and duties which relate specifically to the maintenance of accounts.

Selection Process: Applicants possessing the MOST DESIRABLE qualifications based on a screening of the application materials, including responses to the required Supplemental Questionnaire, will be invited to continue in the selection process which will include a written exam. An eligible (hiring) list will be created, and as openings occur, candidates on the list will be contacted for interviews.

Please Note: The written exam has been tentatively scheduled for August 23, 2018.

The City of Santa Rosa reserves the right to modify the selection process as necessary to conform to administrative or business necessity.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

ESSENTIAL DUTIES:

The following duties are considered essential for this job classification:

- Understand, interpret, and provide specific information regarding department services to the public or other City employees in person, over the telephone, by mail, or by electronic means

- Interpret and explain policies, procedures and regulations
- Research and follow-up on customer inquiries and respond to questions
- Provide customer information regarding payments due
- Enter data and retrieve customer information utilizing a variety of software programs
- Explain services, fees and rate structures
- Balance cash receipts and prepare deposit documents
- Verify and reconcile computer produced reports and records
- Adjust customer accounts or parking citations
- Prepare customer billing information and adjustments
- Research and make decisions regarding collection of payment on overdue items
- Maintain and reconcile customer and accounting files
- Receive payments, either in person, over the telephone or via the mail and issue receipts
- Review and prepare standard correspondence
- Process and distribute incoming mail
- Maintain and order supplies and equipment
- Schedule and coordinate conference rooms
- Maintain and balance department petty cash
- Process payment requests
- Record and process minutes from meetings
- Answer large volume of incoming calls and respond to customer inquiries
- Process daily online and banking payment files
- Review tax remittances and required documentation

Additional Duties:

In addition to the duties listed in the Essential Duties Section, each employee in this classification may perform the following duties. Any single position may not be assigned all duties listed below, nor do the examples cover all duties which may be assigned.

- Process bankruptcies by preparing the required forms for court action
- Generate court appearance notices and prepare and distribute required documentation
- Utilize remittance processing equipment to open and encode water payments and send electronic file to bank
- Audit meter readings
- Maintain a computerized accounts receivable system including initial input, adjustment, and/or posting of miscellaneous revenue payments
- Generate monthly revenue reports
- Monitor and follow-up on installment/note agreements
- Perform basic skip tracing
- Coordinate and interact with other city departments
- Perform related duties as assigned

REQUIRED QUALIFICATIONS:

Knowledge of: Standard office practices and procedures, including filing methods and the operation of modern office equipment, such as personal computers, printers, and standard business software; correct spelling, punctuation and grammatical usage; basic business arithmetic; practices and procedures related to accounting for cash receipts and maintenance of revenue accounts; basic business data processing principles as applied to revenue record keeping.

Ability to: Make accurate arithmetic calculations and maintain accurate records and files; understand and carry out written and oral instructions; produce written documentation; perform detailed clerical work and maintain attention to detail despite frequent interruptions; establish and maintain effective working relationships with those contacted in the course of the work; balance cash receipts and maintain accurate financial records; work independently and make sound judgments within established guidelines; research information and solve customer service problems; interpret ordinances and codes; interact tactfully and effectively with customers, occasionally in situations where relationships may be strained.

Experience and Education: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the required knowledge and abilities would be: **Experience** - Sufficient experience performing office support and customer assistance work in which a major duty was working with accounts and interpreting and explaining policies and procedures to the public to demonstrate possession of the required knowledge and abilities. Experience in a call center, billing or public agency setting is desirable. **Education** - Equivalent to completion of the twelfth grade.

License or Certificate: Individuals must be physically capable of operating a motor vehicle safely and possess a valid, Class C, California Drivers License, OR be able to demonstrate the ability to travel on scheduled or unscheduled visits to various locations in the City which may or may not be reachable by public transportation.

ADDITIONAL INFORMATION:

Working Conditions: Incumbents within this classification are expected to be able to communicate orally with the public either in person or via the telephone. It is common for incumbents to work at a terminal/keyboard for extended periods of time, with the ability to move about at will. Incumbents may also be required to move objects weighing up to 20 pounds, such as mail or small coin bags, for distances of over 50 feet. Positions which perform filing require use of the arms above the shoulder, and repetitive bending and stooping.

APPLICATIONS MAY BE FILED ONLINE AT:
www.srcity.org/jobs

Job #18/19-14AN-O
CUSTOMER SERVICE REPRESENTATIVE
AN

Computer kiosks are available at our office for applicant use:
100 Santa Rosa Ave, Room 1
Santa Rosa, CA 95404
Monday - Friday 8:00 AM to 5:00 PM

CONTACT US:
707-543-3060 jobs@srcity.org (do not send resumes here)

APPLICANT'S RESPONSIBILITIES:

Before making the final submission of the application, it is your responsibility to ensure you are submitting a complete application package, which will consist of a complete application for employment reflecting all jobs you have held during at least the last 10 years and may consist of additional required documents and a complete supplemental questionnaire. A resume will not be accepted in lieu of a complete application. Your responses to any supplemental questions describing specific work experience and education must clearly correspond to work history and education on your application.

SPECIAL ACCOMMODATIONS:

If special accommodations are necessary at any stage of the examination process, e.g., written examination, oral appraisal interview, assessment center or other activity, you must request an accommodation within five (5) business days of being noticed that an event requiring accommodation is occurring and every attempt will be made to consider your request. To request an accommodation, please visit our website at www.srcity.org/jobs or call Human resources at 707-543-3060. The City is an equal opportunity employer.

Customer Service Representative Supplemental Questionnaire

- * 1. Please indicate the amount of time you have provided office support and customer assistance in which a major duty was working with customer accounts and interpreting and explaining policies and procedures.
- ☐ Less than two years
☐ More than two years, but less than four years
☐ More than four years
- * 2. Describe the direct customer service you provided to the general public over the telephone and in person.

- * 3. Please describe your experience using spreadsheets, word processing, email and calendar programs. Include the specific programs you have used and the frequency with which you have used them.

- * 4. Describe the work you performed with accounts, tell us who your customers were, and list a few of the policies and procedures that you explained.

- * 5. Do you wish to be considered for temporary positions?
☐ Yes ☐ No

- * Required Question