

**SENIOR CUSTOMER ACCOUNT REPRESENTATIVE**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**DEFINITION**

Under general supervision, to lead, oversee and participate in the work of staff responsible for providing customer assistance in the assigned area, including either parking collections and adjudication, business licensing, utility or ambulance billing and/or cashiering; to answer questions and resolve public concerns or complaints; to input data into the computer and generate a variety of reports; and to perform a variety of tasks relative to the assigned area of responsibility.

**CLASS CHARACTERISTICS**

This is the advanced journey-level class in the Customer Account Representative series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed and the complexity of duties assigned. Employees perform the most difficult and responsible types of duties assigned to classes within this series including handling the more complex customer service issues and complaints. Employees at this level are required to be fully trained in all procedures related to assigned area of responsibility.

**EXAMPLES OF DUTIES** - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Leads, plans, trains and reviews the work of staff responsible for a variety of customer service-related functions in the assigned area; provides assistance at the front counter; resolves sensitive and difficult public complaints and inquiries; directs and monitors cashiering, collection and billing involving municipal service information; adjusts and processes residential, governmental and commercial billing; leads, coordinates and oversees the work of staff responsible for providing customer assistance in the assigned area; trains assigned employees in the methods, techniques, policies and procedures of the accounting division; generates and prepares a variety of statistical monthly, quarterly and annual reports on activities and operations; performs collection efforts on delinquent accounts; may provides first level administrative review of contested parking citations; processes bankruptcies; resolves any banking problems; attends and participates in professional group meetings and committees; resolves the more difficult and complex problems; may assist in formulating and implementing policies and procedures regarding the parking administrative hearing process; coordinates caseloads for Hearing Officers involved in the administrative appeals process, may prepare cases for Superior Court; files and appears in small claims court; sets court arraignments; monitors data processing systems; may act in absence of supervisor; and performs related duties and responsibilities as required.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

- Operations, services and activities of an assigned office;
- Customer relations methods and techniques;
- Basic principles of accounting, bookkeeping, cashiering and collections;
- Computer systems and applications;
- Processes of residential, governmental and/or commercial billing and licensing;
- Procedures, practices and laws related to parking enforcement;
- Techniques and methods of supervision and clerical office management;
- Principles of supervision, training and performance evaluation; and
- Pertinent Federal, State and local laws, codes and regulations.

### **Ability to:**

- Lead, organize and review the work of staff in the area of work assigned;
- Independently perform the most difficult customer service tasks;
- Interpret department rules, regulations and policies;
- Review parking citations and apply laws and policies to determine validity;
- Comprehend and make inferences from written materials such as procedures, citations and correspondence;
- Meet and effectively deal with other public officials, agencies and the general public;
- Prepare clear and concise reports;
- Plan and delegate work to those with the appropriate skills and experience;
- Communicate clearly and concisely, both orally and in writing;
- Work without immediate supervision;
- Establish and maintain effective working relationships with those contacted in the course of work;
- Maintain mental capacity which allows for effective interaction and communication with others; and
- Maintain effective audio/visual discrimination and perception to the degree necessary for the successful performance of assigned duties.

## **Experience and Training Qualifications**

**Experience:** Three years of experience in customer service related to any combination of billing, collecting, cashiering, licensing, and/or monitoring and maintaining accounts receivable; experience in performing lead responsibilities, which may include: distributing work, checking/verifying work performed, training, scheduling, communicating policies, procedures and job expectations, and resolving complex problems.

**Training:** Equivalent to the completion of the twelfth grade.

## **WORKING CONDITIONS**

**Environmental Conditions:** Office environment; exposure to computer screens.

CITY OF OCEANSIDE

Senior Customer Account Representative *(Continued)*

**Physical Conditions:** Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time.

**Previous Title:** Senior Customer Service Representative