City of Dallas
Classification Specification

Title:	**Senior Customer Service Representative**	**Class Code:**	**40039**
Application:	**Career Series**	**Pay Grade:**	**E**
		Established:	**10/01/94**
Supplemental/Code:	**Clerical/4**	**Revised:**	**01/1/09**
FLSA Status:	**Non-Exempt**		

Position Purpose:

Trains and advises lower level customer service representatives on problems and questions in a lead worker capacity or handles complex or unusual customer problems in response to customer needs. Also coordinates the daily activities of lower level representatives to ensure timely, efficient, and courteous service is provided to customers.

Essential Functions:

1. Leads, coordinates and trains the customer service staff in the proper procedures used to respond to customers' needs.

2. Handles complex and/or unusual customer problems and questions to resolve the issue and respond to customer needs.

3. Plans and schedules activities of staff to ensure efficient coverage at all times.

4. Monitor work of lower level employees by analyzing telephone reports and providing feedback to minimize the number of calls that are lost and to ensure the quality of customer service provided.

5. Performs and monitors employees performance to ensure quality control measures are met.

6. Interviews and recommends hiring of new employees.

7. Maintains a filing system and departmental documents for easy retrieval and ready reference.

8. Prepares weekly, monthly and quarterly reports on activities of the division or employees.

9. Establish and maintain policies and procedures for a specific area of responsibility.

10. Establishes and maintains accurate billing by interacting with the public to interpret ordinances and to resolve customer service problems relating to department. Maintains billing files containing service histories on service accounts to ensure accurate records are kept on service provided to customers.

11. Investigates problems and gathers and analyzes information to advise the public and resolve problems in compliance with city ordinances and regulations.

12. Prepares cost estimates and bills customers for service rendered in accordance with set rates to ensure accuracy of customer accounts.

13. Contacts commercial and non-commercial customers to establish accounts; contacts special need customers to establish handicap and/or pack-out services.

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14.	Inspects service locations to determine proper classification for billing purposes.

15.	Notifies customers of cost plus service and schedules trucks for pick-up.

16.	Regular, reliable and punctual attendance is an essential function of the job.

Knowledge, Skills and Abilities Required to Perform Work:

Thorough knowledge of departmental policies, procedures, and systems related to daily operations.

Ability to establish and maintain a good working relationship with all levels of city employees and the general public.

Ability to analyze a situation and initiate appropriate responses in a timely manner.

Ability to communicate effectively with customers, subordinates and managers

Ability to coordinate, lead and train others.

Ability to communicate effectively with people at various levels, both orally and in writing.

Ability to investigate, collect, and analyze information for accuracy, consistency and conformity with established policies.

Ability to deal tactfully with people and to remain composed under stressful conditions.

Ability to establish and maintain an effective working relationship with all levels of management, city officials, vendors, other government agencies, other employees and the general public.

Must have good telephone skills.

May require a Class C State of Texas Driver's License.

Working Conditions and Hazards:

Work usually performed under normal office conditions.
Some positions require operating a vehicle in the field.

The above statements are intended to describe the general nature and level of work performed by personnel assigned to this classification and is not necessarily an exhaustive list of all responsibilities, duties and skills required.