

BILINGUAL CUSTOMER SERVICE REPRESENTATIVE II

THE PURPOSE: The incumbent will be responsible for ensuring that customers receive an adequate level of service or help in response to their inquiries, requests for services, payments and concerns about existing and new accounts. Incumbent will be expected to be technically proficient with computer operations and perform technically complex telephone, cashiering and clerical duties.

ESSENTIAL FUNCTIONS:

Customer Service – Telephone

Respond to telephoned customer inquiries related to municipal service bills

- Initiating work orders
- Analyzing existing customer accounts
- Providing comprehensive description to customers regarding charges incurred on municipal bills
- Updating existing customer accounts
- Adjusting incurred charges when appropriate
- Calculate and issue final billing statements
- Receive and record customer payment arrangements

Customer Service – Counter Service

Act as a first representative for the Water Department by assisting walk-in customers at the customer service & cashier's counter

- Initiating work orders
- Processing municipal bill payments received via customer walk-ins or via postal mail
- Providing excellent service to walk-in customers with inquiries on municipal service bills
- Adjusting charges on customer accounts and on municipal bills when necessary
- Calculate and issue final billing statements
- Receive and record customer payment arrangements

Customer Service – Account Maintenance

Maintain customer account records

- Adjusting customer account records
- Issuing adjustments to charges on municipal services bill
- Updating ownership and billing information
- Duties will be inclusive of all tasks necessary to maintain accuracy of customer records

MINIMUM REQUIREMENTS

1. Four years of office support job experience, including two years of experience performing customer service-related work at the level of a Customer Service Representative I or above. Equivalent non-City experience will be accepted.
2. Residency in the City of Milwaukee within six months of appointment and throughout employment.
3. Fluency in reading, writing, and speaking both English AND Spanish languages.

DESIRABLE QUALIFICATIONS

- High School Diploma or GED
- Professional cashier and/or cash-handling experience

KNOWLEDGE, ABILITY, AND SKILL REQUIREMENTS:

- Knowledge of Microsoft Windows™ Operating Systems
- Knowledge of computer spreadsheet programs
- Knowledge of word processing programs (i.e. Word, WordPerfect, etc)
- Ability to work under pressure
- Ability to meet deadlines regularly
- Ability to communicate tactfully with disconcerted customers in person and over the telephone
- Excellent listening skills
- Ability to work in a team environment
- Ability to read maps and city street layouts