

Title: CUSTOMER ACCOUNT CLERK

Code:12522

This is very responsible customer services work at the full performance level involving the answering of customer inquiries and complaints and providing related information.

Work involves responsibility for performing a variety of customer service and clerical duties to address customer inquiries resolve complaints and provide related information. Duties include responding to and answering customer inquiries and complaints, providing follow-up information, and processing administrative material. This position also has the responsibility for making standard clerical decisions in accordance with established policy. This work requires that the employee have good knowledge, skill and ability in clerical procedures and routine complaint resolution.

SUPERVISION RECEIVED

Works under the general supervision of a supervisory or higher level staff.

EXAMPLES OF DUTIES

Responds to customer inquiries and complaints by providing utility procedural information or directing customer to the appropriate personnel or agency.

Searches files and utility records for information and determines solutions to routine procedural issues. Assists customers in interpretation of utility service information.

Enters and retrieves departmental and customer data using a personal computer. Prepares and issues standard correspondence, reports and statistics. Monitors records for follow-up.

Operates a two-way radio to relay information and instructions to field personnel. Alerts appropriate personnel to emergency and non-routine situations requiring immediate attention.

Prepares and processes forms from information provided by others. Composes simple correspondence from notes and verbal instructions.

Maintains files. Sorts, removes and places documents in files.

May accept cash and checks in payment of District services and fees. Performs simple calculations and verifies figures against records.

Performs related duties as assigned.

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KNOWLEDGE, SKILLS AND ABILITIES

Good knowledge of general office procedures.

Considerable ability to learn the operations of the assigned department.

Considerable ability to establish and maintain effective working relationships with coworkers, customers, and the general public.

Good knowledge of the operations of standard office machines and a personal computer.

Good knowledge of business English

Good oral and written communications Good ability to follow oral and written instructions.

QUALIFICATIONS:

A high school diploma or the equivalent plus two years of progressively responsible clerical experience including public contact, or an equivalent combination of education and qualifying experience substituting on a year-for-year basis.

SPECIAL REQUIREMENTS

None

REM
9/02