

**SENIOR CUSTOMER SERVICES CLERK**

**DEFINITION**

Performs responsible customer service and accounting clerical duties that include responding, to and resolving complex, customer service problems, entering and retrieving data, reviewing utility and licensing accounts; and providing lead direction to assigned staff.

**SUPERVISION RECEIVED/EXERCISED**

This classification receives supervision from a Manager or designee. This class provides lead direction and may make and delegate work assignments to assigned clerical staff.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced working lead class in the Customer Services series. Incumbents provide lead direction and training and participate in the more complex customer issues that require the application of independent judgment to situations where standard procedures may not apply. This class is distinguished from Customer Services Clerk II by the performance of specialized duties such as resolving the more complex customer disputes and making a variety of decisions where procedures do not specifically cover the required situation.

**IMPORTANT AND ESSENTIAL DUTIES**

May include, but not limited to, the following depending on assignment:

Respond to and resolve customer issues and inquiries regarding rates, fees, service, rules and regulations; assist assigned personnel in the resolution of complex and difficult customer service problems.

Assist in the development and implementation of training.

Explain schedules, routes, and general passenger information to the public.

Utilize computer software to produce utility bills, meter sheets, tax returns, cash receipts, accounting, and a variety of billing-related reports; and prepare backup files for protection of the department data base.

Contact customers, as needed, regarding service, tax assessments, and billing issues for problem resolution.

Facilitate the training of customer service, accounting, clerical, and volunteer staff as applicable, in various systems, procedures and operations.

Communicate with other agencies as needed.

Collect opening, current, delinquent and closing payments for utility services or business tax assessments; perform research on returned checks; determine appropriate service or tax charges.

Grant appropriate extensions on delinquent accounts; establish installment payment plans.

Adjust utility bills when needed; learn demands, power factors, voltage discounts and calculate them as needed.

Research transactions and data; input appropriate adjustments and corrections.

Schedule, train and provide lead direction to assigned staff.

Perform related duties as required.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Basic mathematical procedures and calculations.

Methods and equipment used in processing payments.

Financial record keeping procedures and methods related to customer billing accounts.

Modern office methods, practices, procedures and equipment.

Schedules, routes, and related information for the public.

Research methods and techniques.

#### **Skill to:**

Operate modern office equipment, a computer and a variety of word processing, bookkeeping, and software applications.

#### **Ability to:**

Respond to public inquiries, complaints, and requests for service in a courteous and professional manner.

Use a variety of software applications in order to complete assigned duties in a timely manner.

To type at a speed necessary to perform assigned duties.

Utilize computer processes and procedures for billing purposes.

Analyze customer service problems and take appropriate action or make recommendations to a division manager or designee.

Interpret and apply City regulations and procedures as applicable in assigned area of responsibility.

Analyze and prepare schedules, reports and statements in assigned area of responsibility.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships.

Provide lead direction and training to assigned staff.

Maintain records and prepare reports.

Use good judgment in the application of City policies, regulations, and procedures relative to assigned division.

**MINIMUM QUALIFICATIONS**

**Experience:**

Two years as a Customer Services Clerk with the City of Fresno

**OR**

Two years of increasingly responsible experience in general customer service and financial record keeping AND possession of a high school diploma or GED and completion of nine (9) units in accounting, mathematics, or related course work.

**NECESSARY SPECIAL REQUIREMENT**

Possession of a valid California Driver's License is required at time of appointment and must be maintained throughout time of employment. Bilingual abilities may be required to meet community, operational and recruitment needs.

APPROVED BY: \_\_\_\_\_  
Director of Personnel Services

DATE: \_\_\_\_\_