



Senior Customer Service Representative (Full-Time/Promotional Only Opportunity)

SALARY: \$2,939.86 – \$3,573.42

FINAL FILING DATE: Application materials must be received by the Human Resources Division not later than 5:00 p.m. on November 3, 2006. Applications received after this deadline will be rejected. Application materials may be obtained between the hours of 8:00 a.m. to 5:00 p.m. from: HUMAN RESOURCES DEPARTMENT, 221 WEST PINE STREET, LODI, CA 95240. To request applications by phone please call (209)333-6704. TDD (209)333-6853. www.lodi.gov

THE POSITION: Performs a variety of advanced journey-level and lead worker-level customer service tasks related to resolving customer billing problems and complaints; establishing, disconnecting and reconnecting service; high/low bill investigation; and customer inquiry resolution. This is the advanced journey level and lead worker class in the Customer Service Representative series. The Senior Customer Service Representative is distinguished from Customer Service Representative II in that this class performs the most complex customer service tasks and trains, mentors, assigns work to, and monitors the work of lower-level Customer Service Representatives. Exercises lead direction over Customer Service Representatives. Receives general supervision from the Customer Service Supervisor or higher-level class.

EXAMPLES OF DUTIES: Duties may include, but are not limited to the following; leads, trains, mentors, assigns work to, and monitors work of Customer Service Representatives; Resolves the most complex customer service and complaints; Processes utility billings: inputs information into customer programs which produce a variety of service orders directed to field services personnel; edits bill batches for exceptions, compares accounts to rate schedule standards, researches account historical data to determine correctness, and approves bill batches for billing according to assigned rate schedules; Receives utility bill payments over a public counter or through the mail; processes, balances, audits and prepares bank deposit; Receives revenue for licenses, permits, recreation fees and other City revenue accounts; Answers the telephone and responds to questions on utility billings, business and pet licenses and other City financial transactions; Designs and prepares departmental forms and operational manuals; prepares correspondence on procedural or informational matters; Participates in the development and implementation of department programs, systems, procedures and methods of operations, including computer-based systems. Creates, maintains and monitors computerized files, databases and directories; conducts record searches and prepares statistical work sheets and other required documents; audits documents, verifies accuracy and ensures compliance with applicable regulations; Acts as a liaison to Field personnel to initiate or resolve issues relating to high or low bill investigations, meter reliability, disconnects and reconnects; Operates a personal computer to access customer account data from multiple computer systems; interprets and explains charges, policies, procedures, special programs and rates; initiates appropriate transactions to satisfy customer requests and internal accounting procedures; Resolves the most complex problems involving customers' statements, fees, payments and other service-related problems; Performs other related duties as required.

MINIMUM QUALIFICATIONS: Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to completion of high school.

Experience: Three years of experience performing a variety of customer service tasks related to utility billing, service disconnects and reconnects, high/low bill investigation, customer inquiry resolution, and collecting, recording and balancing cash OR two years as a Customer Service Representative II with the City of Lodi.

*FLSA Status: NON-EXEMPT

TESTING PROCESS: Candidates considered to be among the most qualified will be required to participate in a qualification appraisal testing process. This may include a written examination, oral interviews, and assessment exercises. Passing scores will determine placement on an established eligible list. Eligible list last approximately 2 years unless abolished sooner. Fingerprints and/or background clearance is part of the testing process.

Evaluation of Qualifications: Application materials and resumes will be screened to determine if applicants are considered to be among the most qualified as outlined on the job announcement. Only applicants who are among the most qualified will be invited to participate the testing process. Resumes may not be substituted for a completed application.

Equal Opportunity Employer

EQUAL OPPORTUNITY EMPLOYER - The City of Lodi is an equal opportunity employer and is committed to a policy of fair employment practices regardless of race, color, ancestry, national origin, religion, sex or sexual orientation, marital status, age, mental or physical disability or perceived disability, medical condition, pregnancy, political affiliation or belief, or other unlawful discrimination.

AMERICANS WITH DISABILITY ACT - In compliance with the Americans with Disabilities Act and Section 504 of the Rehabilitation Act, the City of Lodi provides reasonable accommodation for qualified individuals with disabilities. Individuals with disabilities requiring accommodations must contact the Human Resources Division upon application submittal to confirm the request.

CRIMINAL BACKGROUND INFORMATION - City of Lodi is authorized and required by the state of California to access Local, State, and/or Federal criminal history as part of the testing process. This process can be completed by initial fingerprinting and/or a full Background investigation pursuant to Penal Code §11105(b)(10), §11105.3, §13300(b)(10); Education Code §10911.5; Public Resources Code §5164) and in compliance with the City of Lodi's Fingerprinting Policy and Procedure. As a future employee or volunteer, you are required to be fingerprinted and processed through the Department of Justice and cleared before you can start. All information obtained will be kept in strict confidentiality.

HIRING PROCEDURE - Applicants must possess the minimum qualifications by the final filing date. Eligible lists are established upon successful completion of the selection process. The candidates must be successful in each part of the testing. To fill each vacancy the hiring department will request names to be certified from the eligible list and will make a selection from this certification list.

CONDITIONAL JOB OFFERS - Conditional job offers are subject to successful completion of a medical drug screen and/or physical. **Candidates should not quit or give notice to their current employer until final notification has been awarded by the Human Resources Division.**

MEDICAL-DRUG SCREENING – All positions may be subject to a physical or drug screen issued by a qualified medical physician assigned by the Human Resources Division. Under the requirements of the Drug Free Workplace Act of 1988, the City of Lodi has been designated as a drug-free workplace.

APPOINTMENT - At the time of appointment all candidates will be required to execute an oath of allegiance and complete Form I-9 - Employment Eligibility Verification in compliance with the Immigration and Naturalization Act. United States citizenship is not required. All new appointees are required to successfully complete a probationary period of twelve months.

EMPLOYMENT BENEFITS

SALARY - The starting salary is the first rate shown on the job announcement. Advancement to the higher steps of the salary range is based upon merit in accordance with the Salary Ordinance and Rules for Personnel Administration. Eligibility for the first merit increase is effective after 12 months and for additional merit increases after one year intervals until the employee has reached the maximum step.

HOLIDAY, VACATION, SICK, AND ADMINISTRATIVE LEAVE - **Holiday** - An average of 13 paid holidays per year. **Vacation** - 2 weeks paid vacation annually, increasing with length of service depending upon the appropriate labor agreement. **Sick Leave** - 10 days per year depending upon the appropriate labor agreement. **Administrative Leave** - Management/Mid-Management positions receive 80 hours per fiscal year, and specified professional/technical positions receive 40 hours per fiscal year (Pro-Rated).

HEALTH INSURANCE - Medical, Dental and Vision plans are available for employee and dependents. A portion of the premiums may be the employee's responsibility.

LIFE INSURANCE AND LONG TERM DISABILITY - The City pays the full premium for employee and dependent life insurance, and offers a long-term disability plan that provides up to approximately 2/3 of an employee's salary.

RETIREMENT AND DEFERRED COMPENSATION - The City of Lodi is a member of the Public Employees' Retirement System (P.E.R.S.). Lodi is not a member of the Social Security System except for the required medical contribution. Employees may participate in a 457 Deferred Compensation program.

FLEXIBLE SPENDING ACCOUNT - Employees may participate in a Section 125 Flexible Spending Account.

IMPORTANT NOTE: This bulletin does not constitute an expressed or implied contract. Any provisions or job duties contained in this bulletin may include modifications pending labor agreements and/or council approval.

