

CITY OF CHATTANOOGA

Classification Specification Title: Customer Service Representative 1

Department: IDP

Pay Grade: GS.04

Supervision Received From: Customer Service Supervisor

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Reviewed Dates: 5/14/25;

4/1/25; 8/27/24; 10/20/23;

1/26/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for serving as the first point of contact for all calls to the City. Responsible for performing Customer Service Representative duties, to include ensuring issues are handled to resolution. Receives and documents a variety of walk-in customers and/or incoming calls requesting service, information and/or other related issues, ranging mostly from routine/related Citywide and non-City provided services.

This includes City Court information and payments, including sewer-related billing and non-billing issues, Economic Community and Development (code enforcement and stormwater), Chattanooga Department of Transportation (Traffic Engineering and Traffic Operations) and all Public Works related issues (Sanitation, Parks, Roadside Mowing and Emergency). Work is performed with moderate supervision.

SERIES LEVEL:

The Customer Service Representative 1 is the first level of a four-level customer service series. The Customer Service Representative is distinguished from the Customer Service Specialist, which is responsible for responding to escalated calls or calls from other department supervisors and for serving as a lead to Customer Service Representatives.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Receives and documents a variety of walk-in customers, incoming calls, information, and/or other related issues, ranging from routine to complex.

Forwards requests for service on to appropriate internal department(s) by initiating service request forms.

Conducts research utilizing a variety of internal sources in order to provide accurate and timely information in response to requests for information from callers.

Provide complex billing information and calculate Payment Plans for Sewer services.

Works with citizens to restore services for disconnected/non-payment. Performs basic math calculations for sewer bills, escalate/recommend adjustments and other billing issues.

Interpreting and applying guidelines across all City of Chattanooga and Non City of Chattanooga Services.

Receives and Documents Service Requests for Technology Services Help Desk Phone Calls.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

Required to successfully complete six (6) weeks of 311 training related to departmental-specific functions and all City related services. Must successfully navigate 311 notebook. Required to attend meet and greets and team training/meetings for ongoing education.

MINIMUM QUALIFICATIONS:

This is a career ladder position. This position will receive an automatic progression to Customer Service Representative 2 when the incumbent has achieved the required minimum qualifications and licenses/certifications for the next position in the series and has a performance rating of 90% or higher .

At least one (1) year of any combination of relevant education, training, or experience sufficient to perform the essential duties of the job will be considered or any combination of equivalent experience and education. Examples of relevant education are a High School Diploma or GED. Examples of relevant experience include customer service in a service mentality and/or communication work. Some positions may prefer a bi-lingual skill.

LICENSING AND CERTIFICATIONS:

Must have or obtain Customer Service Representative Certification within one (1) year of employment.

KNOWLEDGE AND SKILLS:

Knowledge of customer service principles and basic office procedures. Skills in providing customer service in a fast paced environment. Skills to utilize a computer and associated software applications; Ability to operate a computer keyboard and other basic office equipment. Ability to operate a telephone, soft phone and headset equipment. Must have communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public.

PHYSICAL DEMANDS:

Positions in this class typically require: reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.