

CITY OF CHATTANOOGA

Classification Specification Title: Customer Service Representative 2

Department: IDP

Pay Grade: GS.05

Supervision Received From: Customer Svc Team Lead

FLSA Status: Non-Exempt

Supervisory Responsibility For: None

Established: 6/29/07

Revision Dates: 4/1/25;

8/27/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for performing special assignments which include off-the-phone work such as but not limited to emails, text messages, running reports, providing specialty functions for code enforcement violations, sewer billing, and releases and duplicated service request entries. While responding and providing service for all calls to the City. Responsible for monitoring all intakes and processes accordingly. Monitoring 311 service center volumes and reporting to 311 leadership as needed. Work is performed with general to broad supervision. This position operates with a higher level of knowledge due to experience within the service center. This position may also be required to assist with other duties and special projects.

SERIES LEVEL:

The Customer Service Specialist is the second level of a four-level customer service series. The Customer Service Specialist is distinguished from the Customer Service Representative, which is an entry level/series for all things 311 related and Customer Service for The City of Chattanooga. This Customer Service Specialist is distinguished from the Customer Service Team Lead, which has supervisor responsibilities.

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.)

Must be able to perform the duties and responsibilities of a Customer Service Representative when needed.

Monitor and respond to various 311 email boxes in a timely manner. Resulting in roughly 15,000 emails per year.

Receives and documents building maintenance requests.

Works with Enco and Tennessee American Water for special sewer billing situations.

Escalates Technology Services Help Desk Requests to Help Desk Personnel.

Serves as the first point of contact for detailed knowledge for Customer Service Representatives.

May serve as lead to Customer Service Representatives.

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): Must be able to perform Customer Service Representative duties and responsibilities.

MINIMUM QUALIFICATIONS:

At least two (2) years of any combination of relevant education, training, or experience sufficient to perform the essential duties of the job will be considered. This position requires you to be a Customer Service Representative 1 for a period of no less than twelve (12) to eighteen (18) months meeting all expectations of a Customer Service Representative and leading by example in this role. Examples of relevant education are a High School Diploma or GED. Examples of relevant experience include customer service or communication work in a service center. Some positions may prefer a bi-lingual skill.

LICENSING AND CERTIFICATIONS:

Must have or obtain Customer Service Representative Certification.

KNOWLEDGE AND SKILLS:

Knowledge of accounting principles; mathematical principles; analytical methods; payroll processes; 1099 reporting requirements; applicable Federal, State and Local laws, rules, regulations and standards; financial and governmental accounting principles, practices and requirements; automated financial accounting systems; statistical methods; electronic data processing principles; GASB requirements and the Government Finance Officers Association requirements concerning the Certificate of Achievement for Excellence in Financial Reporting.

Skill in preparing a variety of financial statements, forms, schedules, disclosures and statistics; processing payroll taxes and deductions; preparing and maintaining accounting records and information; reconciling accounts; using a computer and related software applications; preparing reports; interpreting, analyzing and exercising independent and decisive judgment; securely handles confidential information; communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

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.