

CIVIL SERVICE ANNOUNCEMENT

APPROVED C.S.C MINUTES 1/27/12 ja

ANNOUNCEMENT NO. 18

CUSTOMER SERVICE REPRESENTATIVE

(OPEN)

Public notice is hereby given by the Civil Service Commission of Cleveland, Ohio of an Open examination for the above mentioned classification.

SALARY

The prevailing salary range for this position as established by Ordinance of the Council of the City of Cleveland is **\$10.03 - \$17.16** per Hour.

FILING OF APPLICATION

Application must be made on the regular application form available online or at the Office of the Civil Service Commission, 601 Lakeside Avenue, Room 119. **No other form will be accepted. APPLICATIONS WILL BE AVAILABLE FOR PICK UP IN THE CIVIL SERVICE OFFICE TO APPLY TO TAKE THE CIVIL SERVICE EXAMINATION – APPLICATIONS WILL BE AVAILABLE FROM 8:30 A.M. ON FRIDAY, FEBRUARY 17, 2012 UNTIL 4:30 P.M. ON FRIDAY, FEBRUARY 24, 2012.**

NOTE: APPLICATIONS WILL NOT BE ACCEPTED AFTER 4:30 P.M. ON FRIDAY, FEBRUARY 24, 2012.

THE CIVIL SERVICE COMMISSION'S POLICY IS THAT NO LATE FILING WILL BE ALLOWED.

EXAMINATION INFORMATION

TYPE: WRITTEN EXAMINATION

NOTE: THE CIVIL SERVICE COMMISSION RESERVES THE RIGHT TO REVIEW AND EVALUATE ANY AND ALL INFORMATION CONTAINED IN THE APPLICATION OR RESUME. LACK OF HONESTY WILL RESULT IN IMMEDIATE REMOVAL FROM THE ELIGIBLE LIST.

DUTIES OF THE POSITION

Under supervision, assists a high volume of utility customers concerning inquiries, concerns, or complaints regarding their accounts, equipment, and services by walk-in or telephone in accordance with established guidelines and procedures. Receives information regarding customer's circumstances. Uses computer software and hardware, reference manuals, federal/county/municipal records, intranet/internet sites, training sessions, etc. to investigate address, branch, and meter information as well as customer usage, account, and bill payment history. Assesses resulting information to determine theft of services or possible causes for high or low meter readings. Calculates specific charges and makes billing adjustments as necessary. Evaluates customer eligibility for billing and service programs, bill extensions, and extended payment arrangements and determines if supervisory approval is needed for such. Explains policies and procedures as well as billing process. Answers simple billing questions. Informs customers of possible reasons for high or low bills and the steps necessary to resolve problems. Advises them of service programs and special billings available. Completes necessary forms, documents, or letters to establish new accounts, establish or terminate service, request repairs, issue permits, and initiate account adjustments. Enters information into utility records. Processes service requests and applications for various permits. Refers customers to appropriate offices or agencies. Follows up with customer if necessary. Performs other job-related duties as required. Follows up with customer if necessary. Performs other job-related duties as required. Follows all operations and safety policies and safe work practices. Attends and participates in operations and safety training classes and demonstrates competence (demonstration of competence may be determined by exam.) Wears and properly utilizes safety equipment in accordance with Divisional policy at all times.

MINIMUM QUALIFICATIONS FOR ENTRANCE TO THIS EXAMINATION AS ESTABLISHED BY THE CIVIL SERVICE COMMISSION OF THE CITY OF CLEVELAND ARE AS FOLLOWS:

A High School Diploma or GED is required. One year of full time paid experience in a call center with an emphasis in customer service, billing, and/or service complaints OR two years of general customer service experience in a high-volume business environment is required. Experience in a utility call center is preferred. (Substitution: National Professional Certification in Customer Service may substitute for 6 months of experience lacking). Must possess basic level knowledge of the internet and MS Office (Word, Excel, Outlook, etc.) in a Windows-based environment. Must be able to type 25 words per minute with 80% accuracy. The ability to speak a second language is preferred

NOTE: Applicants will be required to pay a \$10.00 (TEN DOLLARS) filing fee. Applicants who are currently employed in this position with the City of Cleveland are exempt. However, that when an applicant is disqualified from taking an examination on the basis of age, education or failure to meet other minimum entrance requirements, the fee paid by such applicant shall be refunded to such applicant upon the applicant's request in writing made within ten (10) days after the date of examination. Any applicant who can provide proof of unemployment, public assistance, or indigence is exempt from the filing fee. Any applicant who can provide proof of unemployment, public assistance, or indigence is exempt from the filing fee. A copy of such proof must be included with the application.

NOTE: Applications must be returned in person. All copies of diplomas, licenses, certificates, and resumes must be presented at the time of filing. Applications may not be accepted if copies are not submitted with application at time of filing.

NOTE: Any applicant who resigns or is dismissed from employment with the City of Cleveland will have his/her name removed from the eligible list.

NOTE: Those persons who are residents of the City of Cleveland for at least one year at the date of filing and who received passing scores shall have ten (10) additional points added to their grades. A list of acceptable forms of proof of residency applicants need to present at the time of filing is included with the application.

AN EQUAL OPPORTUNITY EMPLOYER