



## NORTH KANSAS CITY JOB DESCRIPTION

<b>Job Title</b>	<b>Customer Service Technician</b>
Department(s)	Communications Utilities
Reports to:	Marketing & Operations Manager
FLSA Status	Non-Exempt
Date Revised	October 1, 2009

### **Summary of Duties**

Performs varied and complex technical, administrative, and customer service work to support the smooth functioning of the department, including resolving routine customer questions and problems, maintaining billing and account records, and coordinating the delivery of technical services to customers.

### **Essential Duties and Responsibilities**

- Provides comprehensive customer service in person and over the phone including troubleshooting and resolving basic customer questions, concerns, and problems referring non-basic circumstances to other staff, setting up emails and passwords for customers, and providing information such as pricing, fees, installation procedures, and timeframes for service;
- Enters, verifies, and reconciles information and data into applicable software applications and data systems, and creates, updates, and maintains customer information, job tickets, and other documentation;
- Monitors customer accounts, runs reports to identify overdue accounts, reviews with supervisor, contacts customers with overdue accounts to request payment and reconciling errors, initiates service disconnection for overdue accounts according to policies and guidelines, and monitors for payment and initiates reconnection as applicable;
- Schedules and coordinates customer installations with technicians, gathers customer information, verifies that current license agreement is in place, completing license agreement process as necessary, researches any prior service or accounts for each requesting customer, identifies whether conduit is in place and whether construction is needed using mapping databases and software, coordinates construction as applicable, and initiates contacts with customers to keep them informed of the process, steps, and timeframe;
- Coordinates and monitors activities of technicians and other office personnel to ensure timely progress, appropriate customer service, and proper documentation are in place for helpdesk issues and follows up to ensure all related trouble tickets are closed in a timely manner;
- Compiles and sends correspondence, welcome letters, information packets, copyright violation letters, and other communication, using applicable software and systems;



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- Creates and maintains departmental files, tracking sheets, databases, and similar documentation of transactions and activities, using both paper files and applicable software and systems;
- Processes, compiles, and researches information and statistics to prepare and verify data, reports, correspondence, and other documents, utilizing applicable software and systems, as well as independently running reports, identifying potential errors or omissions, and researching and resolving incomplete information;
- Performs a variety of administrative support to department managers including scheduling and maintaining department calendars, sorting and processing incoming and outgoing mail, preparing routine and non-routine correspondence on behalf of department personnel, monitoring and maintaining an appropriate level of supplies and materials, and similar activities;
- Uses a wide variety of office machines such as printers, personal computers, facsimile machine, postage machine, adding machine, scanners, and copiers;
- Explores and brings forth new ways to improve efficiency in the workplace;
- Assists with special projects and performs other similar duties as assigned;
- May be involved in additional work outside of those described above, as part of cross-training efforts and career development opportunities.

### **Supervisory Responsibilities**

- None

### **Budgetary Responsibilities**

- None

### **Minimum Qualifications**

- Must possess a high school diploma or equivalent and at least two years of directly related experience.

### **Knowledge, Skills, Abilities, and Competencies**

- Proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages,



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- ratios, etc.;
- Ability to learn basic book-keeping and accounting processes;
  - Proficiency in use of personal computer software, including spreadsheet development and word processing;
  - Ability to learn how to use software applications and systems related to the essential duties and responsibilities;
  - Ability to learn the technical aspects of services offered and provided to liNKCity customers;
  - Knowledge of (or ability to learn) departmental functions, processes, policies, codes, regulations, and protocols;
  - Ability to comprehend, process and apply both verbal and written skills appropriate to the job;
  - Ability to detect errors, determine causes, and make corrections as appropriate;
  - Ability to operate modern office equipment such as personal computer, facsimile, copiers, scanners, and telephones;
  - Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies;
  - Skilled in researching and resolving customer questions and problems;
  - Ability to develop, layout, and implement clerical procedures and operations from general instructions;
  - Ability to explain departmental policies, processes, and services in layman's terms;
  - Ability to coordinate activities of co-workers to ensure timely and appropriate customer service and proper documentation;
  - Ability to accurately organize and maintain paper documents and electronic files;
  - Ability to maintain the confidentiality of information and professional boundaries;
  - Ability to meet deadlines under time constraints and multi-task;



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- Ability to use City resources effectively and efficiently.

### **Work Environment, Physical Demands, and Other Requirements**

- Work is performed in an office environment;
- May be required to reach with hands and arms, sit, stand, talk and hear, and use hands to finger, handle, or feel;
- May be required to lift/move up to 25 pounds (such as a box of paper).