

# Public Works Commission

Fayetteville, North Carolina 28302

## Position Classification Plan Job Description

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**TITLE: CUSTOMER PROGRAMS SPECIALIST** **GRADE: 404**

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**TITLE ABBREVIATION: CUST PROG SPEC** **EEO CODE: 6** **CODE: A5464**

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**FLSA CODE: H** **REVIEWED DIR HUMAN RESOURCES:** **DATE:**

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**DIVISION: CUSTOMER PROGRAMS** **DEPARTMENT: VARIOUS**

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**SUPVR'S TITLE: DESIGNATED APPRVD CEO:** **DATE:**

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**SUMMARY OF RESPONSIBILITIES:** This class is responsible for monitoring, gathering, processing and reporting data to ensure that utility customer accounts are created and billed and customer services are created and provided accurately and efficiently on a timely basis. Responsibilities include, but are not limited to coordinating the installation of new temporary and permanent utility services; creating new accounts with the correct characteristics; utilizing alerts to research, report and correct issues, identify potential tampering and to ensure that the data necessary to prepare and adjust bills is accurate and available in a timely manner; monitoring, researching and, when required, completing automated meter services such as start, stop, disconnect, reconnect and on-demand meter reads to provide prompt and accurate service; supporting field service activities to ensure accurate, efficient completion; resolving complex utility service issues; performing enhanced Customer Program services; proactively contacting customers to provide information about their utility services; contacting and responding to customers on specific, sensitive issues; creating, maintaining and reporting from Excel spreadsheets on specific subjects; tracking and reporting trends to identify root causes of system errors in the validation and estimation rules to ensure that billing is accurate; coordinating with Utility Field Services, billing and Customer Service to ensure that required utility services are completed in a timely manner; supporting the City of Fayetteville's Call Center operations; training new users of the MWM, CCB, RNI and MDM systems. Operating under direct supervision of a designated supervisor, work is performed in accordance with established policies and procedures of the department to which assigned. May be assigned to any unit, section in the Customer Programs Division. Performs related work as required. Overtime, shift work, extended hours and on-call responsibilities may be required.

**ESSENTIAL FUNCTIONS:**

1. Adheres to safety rules; no lost time accidents occur;
2. Provides input into departmental/divisional objectives/long range plans; provides input into annual work plan/ programs, as appropriate;
3. Creates/maintains an environment conducive to good employee/management relations; recognizes the rights/ position of employees; assumes responsibility for addressing problems affecting employee/management relations, with immediate supervisor;
4. Assumes responsibility for personal productivity and quality of work; recognizes/communicates problems and suggests solutions to supervisor;
5. Compiles data; prepares/submits accurate/timely reports, as assigned; maintains records;
6. Maintains 98%, or greater, attendance percentage average for four (4) quarters of performance review period;
7. Assumes responsibility for managing personal time/schedules/deadlines; advises supervisor of any conflict which may inhibit departmental obligations;
8. Responds to customer's (internal and/or external) concerns and complaints in a professional/timely manner; refers concerns/complaints to supervisor, when appropriate; maintains composure at all times;

**CUSTOMER PROGRAMS SPECIALIST:** cont'd

9. Interacts with other departments, divisions, and/or other utility agencies; assures information that affects other employees, departments, and/or divisions is communicated to the proper recipients, appropriately;
10. Coordinates time off/time away from workstation, when possible, with immediate supervisor and co-worker, to minimize disruptions to the department.

**EQUIPMENT OPERATED:** Computer, calculator, communications equipment and other equipment as required,

**FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:** Good knowledge of safety rules/regulations/procedures, as appropriate; good working knowledge of CCB, MDM, RNI, MWM; skill in operating and applicable software; good knowledge of ability to use Microsoft Word, PowerPoint, Outlook and Excel; good oral and written communication skills, good knowledge of the policies, procedures and processes of the Public Works Commission in responding to customer's requests/concerns; good knowledge/understanding of the various utility rates and schedules; ability to explain rules/regulations about applications and charges for utility services; ability to accurately complete and process records/reports/other documents to provide quick, accurate and efficient support service; ability to keyboard accurately at a moderate rate of speed,; ability to deal with internal and external customers with tact and maintain control in sensitive and difficult situations; ability to develop and maintain effective working relationships with customers, the general public and all levels of employees.

**MINIMUM QUALIFICATIONS:**

Graduation from high school or possession of a high school equivalency diploma **and a minimum** of two (2) years of clerical or utility field service experience that includes customer service or meter service experience

**SPECIAL REQUIREMENTS:** Must possess/maintain a valid North Carolina Driver's License. Microsoft Office Suite proficiency required.

**PHYSICAL REQUIREMENTS:** Must be able to perform the essential functions of the position.

**SAFETY HAZARDS:** Minimal

**PROTECTIVE EQUIPMENT:** As required in the Public Works Commission's Safety Manual.

**EMPLOYER'S RIGHTS:** This job description is general and illustrative of the kind of duties required of this position. It is not exhaustive and does not contain a detailed description of all the duties that may be assigned to the incumbent occupying this position.