



UNION JOB DESCRIPTION

TITLE: Lead Customer Service Representative

DEFINITION:

Supervises Customer Service Representatives (CSRs) to provide courteous, prompt and efficient service. Acts as a District representative to ensure that the customer receives courteous, prompt and efficient service while being sensitive to ratepayer concerns and needs in order to create a positive District image. Works under the direction of the Manager, Customer Service or the Manager, Distribution Services.

DISTINGUISHING CHARACTERISTICS:

This classification is a bid classification with the District selecting the successful candidate. Candidates must have progressed through 3 years as a CSR. Leads may work in any of the functional areas in Customer Service in which they are trained. This position requires periodic rotation and reassignment within department to maintain proficiency adequate to perform relief for vacation, sickness, heavy workloads, etc. (Rotation does not apply to Area Office Lead). The Lead CSR in the Lynnwood office is the Lead for all the area offices.

BASIC RESPONSIBILITIES:

1. Performs all functions of a Customer Service Representative (CSR).
2. Area Office Lead Only: Assists Managers in the development of daily and weekly work plans including the assignment of work and scheduling of Customer Service Representatives and OSS's, ensuring the plans are carried out. Everett Leads: Assists Managers in the development of daily and weekly work plans including the assignment of work of Customer Service Representatives, ensuring the plans are carried out.
3. Demonstrates and reinforces the use of customer relations skills.
4. Works with and communicates frequently with assigned CSRs to achieve departmental goals and objectives; fostering a team environment. Provides and participates in coaching of assigned CSRs providing guidance and technical assistance such as, but not limited to:
 - Difficult transactions and customer contacts
 - Preparation for hearings and court appearances
 - Providing feedback to CSR on achievement of goals and departmental expectations in a timely manner (assisting Managers with the delivery of Quality Assurance call evaluations for CSRs).
5. Provides CSRs with needed equipment (e.g., headsets, amplifier, field tools, etc.), working with CSR to resolve related equipment issues. Works with Customer Service OSSs/OSAs for purchasing of related equipment.
6. Establishes work processes and applies consistently, assisting employees in understanding work processes, as needed.
7. Evaluates and recommends to management, and documents updates to procedures, Quick Reference Guides and on-line Job Manuals. Evaluates and updates New Employee Training Manual and Desk Function Manuals, as needed. Communicates and forwards changes in a timely manner to assigned employees.

BASIC RESPONSIBILITIES: (continued)

8. Chairs or participates, as assigned, on various employee committees and/or projects.
9. Develops training materials, manuals, presentations and updates as necessary. Conducts training (individual and group) on assigned topics as approved by the Manager.
10. Supervises assigned CSRs, ensuring compliance with District safety standards, policies, and consistent application of Customer Service policies and procedures, Provides timely feedback on performance and work conduct, including assisting Managers with delivery of Quality Assurance evaluations associated to call monitoring. Keeps Manager informed of associated issues; elevates issues that may require disciplinary action to Manager.
11. Assists Customer Service management in the development of departmental goals and procedures (for example, customer greeting standards in all areas, documented safety standards, documented procedures for teamwork, oversees coordinating work for reconnect, developing response and service quality goals, etc.).
12. Coordinates with other Lead CSRs to ensure accessibility of Leads to assist CSRs, as needed. Coordinates with other Leads to ensure coverage of Lead functions, as needed. Works with Managers, as needed, to address Lead coverage issues.
13. Assists with assessment of assigned individuals and/or team by recommending developmental needs such as training (e.g., teambuilding, interpersonal communications, organizational/prioritizing, etc.). Evaluates performance of assigned employees/team and provides input to manager as needed.

OTHER RESPONSIBILITIES:

1. Under direction of Manager, works with employees to ensure timecards are documented and reported accurately.
2. Performs associated duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Advanced customer relations techniques; including dealing with difficult customers.
- Leadership techniques.
- CSR skills and functions.
- District's Rate Schedules and other fees.
- District procedures, customer programs and policies.
- Analytical and problem solving techniques.
- Basic math, bookkeeping and basic accounting principles.
- Negotiating skills.

Ability to:

- Provide good leadership with verbal and written instructions.
- Use CSR skills.
- Use computer and related software/systems for daily work.
- Use independent and discretionary judgment.
- Handle confidential material.
- Effectively manage and prioritize simultaneous assignments and tasks.
- Communicate effectively verbally and in writing and possess exceptional* human relations skills.
- Learn and apply District credit policies and procedures.
- Effectively teach and provide feedback.

MINIMUM QUALIFICATIONS: (continued)

Ability to: (continued)

- Be flexible for periodic rotation and reassignment to various Customer Service functions as required to meet departmental needs (Everett Leads only).
- * Exceptional is defined as a person who has the following characteristics: Uses good judgment, listening skills, is positive, cooperates, treats people with dignity and respect, willingness to help others.

Education/Experience:

- High school graduate or equivalent.
Three (3) years' experience as a CSR.

License or Certification:

- Valid Washington State Driver License.

WORKING CONDITIONS:

- Work is performed in an office environment and may require travel to business meetings or training sessions.
- Incumbents perform repetitive movements from use of a computer and mouse.
- Frequent contact with the general public.
- Incumbents performing the field function of the CSR job must be able to walk varying distances on varying surfaces and terrain and drive a District vehicle in varying traffic conditions.
- These incumbents are exposed to varying and severe weather conditions, uneven terrain, encounters with dogs and other animals, and encounters with customers and the general public.
- This position is subject to seven days a week and 24-hour call out for emergency situations.