



City of Ketchikan POSITION VACANCY NOTICE

August 30, 2024

TITLE: Customer Solutions Specialist			
DEPARTMENT:	KPU	DIVISION:	Sales, Marketing & Customer Service
STATUS:	Regular Full-Time	HOURS/DAYS:	MONDAY – FRIDAY 8:30am - 5:30pm OR 9:00am - 6:00 pm SATURDAY 8:30am – 4:00pm
GRADE /STEP:	248 / A - F	DUTIES:	See attached job description
HOURLY:	\$24.40 - \$26.28 DOQ	UNION STATUS:	YES

SPECIAL REQUIREMENTS:

Ability to provide consistent exemplary customer service in a fast paced environment. Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.

ADVERTISING REQUIREMENTS

POSITION IS OPEN UNTIL FILLED

WHERE: Local Only Statewide Pacific NW National

PUBLICATIONS: Ketchikan Daily News; Local Job Service; City Website

APPLICANT PROCESSING INSTRUCTIONS

**FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:
HUMAN RESOURCES, 3RD FLOOR CITY HALL, 334 FRONT STREET, OR ON-LINE AT:
<http://www.ktn-ak.us/jobs>**

CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER

CUSTOMER SOLUTIONS SPECIALIST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, performs the more complex customer sales, service, office, accounting, receptionist, and cashiering duties in support of Ketchikan Public Utilities including the preparation of service orders for utility customers; opens, closes, transfers, and updates utility accounts; assists with customer questions, issues, and complaints; provides the first line of technical support for internet and cellular device issues; assists the front counter; and maintains a variety of files and records.

The Customer Sales Department provides efficient, effective and courteous service including selling telecom products and services, collection and disbursing City's funds, and reporting useful information. The Customer Sales Department is the public face of the City, courteously providing services to the City/KPU and its citizens and customers. The Customer Solutions Specialist works independently to achieve assigned goals and end products. The Customer Solutions Specialist must perform these duties in a manner that reflects positively on Ketchikan Public Utilities and the Department.

DISTINGUISHING CHARACTERISTICS

The Customer Solutions Specialist is fully qualified at this working level. Positions at this level are distinguished from the Customer Sales Representative level by greater independence of action, responsibility for performing the more difficult and complex tasks of the unit, applying well developed billing, procedures, collections, and customer sales and service knowledge, demonstrating an advanced level of multitasking and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Work is normally reviewed only on completion and for overall results.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Sells telecom products and services and prepares and processes utility service orders and other customer billing items; opens, closes, transfers, and/or updates accounts; uses multiple databases and programs simultaneously to create and schedule service installations and upgrades.
2. Applies accounting skills; demonstrates and understanding of debits and credits; finds and corrects misapplied payments and outages; maintains related accounting controls and enters data into appropriate billing and computer systems.
3. Actively sells and upgrades simple business services, audits existing business accounts, and makes recommendations for change. Develops basic understanding of hosted business products.
4. Achieves customer sales and provides service and assistance to the public over the phone, through email or fax, and/or in person; answers customer questions and inquiries regarding their

accounts or services; explains steps, appropriate forms, procedures, and requirements for various transactions, services, or activities; researches, resolves, and responds to customer problems and complaints; explains departmental policies and procedures to the public.

5. Deescalates difficult customer situations; uses all available tools to create a positive customer experience; problem-solves to provide a resolution that is both satisfying to the customer and beneficial to Ketchikan Public Utilities.
6. Demonstrates working knowledge of municipal code and governmental regulations as they apply to telecommunications, electricity, and water service; explains to customers how these regulations impact the services they receive and the bills they pay.
7. Checks after-hours voice messages and responds to messages as appropriate.
8. Performs a variety of routine cashiering tasks including, but not limited to receiving cash, check, or credit card payments in person or by mail for a variety of fees and collections including pay telephone collections; posts and issues receipts; records payment transactions in computer system; balances cash and maintains cash balances; prepares and makes bank deposits.
9. Processes telephone, internet, electric, and TV orders and sales; explains and/or describes services and packages; assesses customer need in order to tailor the services to fit the customer, creating a highly satisfactory customer experience.
10. Performs clerical and office support tasks such as computer data entries, document sorting, filing, copying, mail sorting, answering of telephones; demonstrates an in depth working knowledge of Windows based systems; communicates clearly and professionally through text and in person with all members of the Customer Sales Division.
11. Participates in the preparation and maintenance of a variety of files, logs, records, and reports.
12. Maintains a high level of confidentiality as it applies to customer billing records, toll, and payment information.
13. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

Customer sales and service techniques, practices, and principles.

Basic data processing procedures.

Cashiering techniques.

Bookkeeping and clerical accounting principles, practices, and terminology.

Methods, procedures, practices, and terminology used in billing and financial record keeping work.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles of business letter writing and report preparation.

Windows based computer software.

Methods and techniques used in customer service and public relations.

Receptionist and telephone techniques.

Mathematical principles.

English usage, spelling, grammar, and punctuation.
Cellular operating systems and basic troubleshooting.

Ability to:

- Provide consistent, exemplary customer service in a fast-paced environment.
- Perform the more difficult customer sales, service, office, accounting, receptionist, and cashiering duties.
- Prepare and process utility service orders.
- Understand the organization and operation of the Department and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret and apply general and specific administrative and departmental policies and procedures.
- Exercise tact and judgment in responding to inquiries and resolving complaints and problems.
- Deescalate difficult customer situations in a calm and professional manner, utilizing all available tools to provide the best possible outcome for the customer and the department.
- Make mathematical computations rapidly and accurately.
- Find and reconcile discrepancies in balancing accounts.
- Implement and maintain standard filing systems.
- Maintain records and reports.
- Operate and use modern office equipment including a computer and various software packages.
- Operate 10-key calculator by touch.
- Type and enter data at a speed necessary for successful job performance.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Demonstrate organizational and time management skills necessary to complete complex tasks in a timely manner.
- Classify, compute and tabulate data.
- Perform mathematical calculations including percentages, fractions, and decimals.
- Interpret descriptive statistical reports.
- Exercise judgment and situational reasoning ability.
- Use functional reasoning and apply rational judgment in performing diversified work activities.
- Operate a variety of office equipment such as computer terminal, typewriter, telephone, fax machine, calculator/adding machine and photocopier.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintains a positive and professional work environment.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade. Supplemental specialized or college level course work in business administration, office management or a related field is highly desirable.

Experience:

Two years of responsible experience performing duties comparable to a Customer Sales Representative-KPU in the City of Ketchikan or comparable experience performing customer sales, service and routine bookkeeping duties involving considerable public contact.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting; extensive public contact.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Grade: 2-48

Union: Yes/KPU

FLSA: Non-Exempt

Date Approved: May 20, 1997

Date Amended: Nov. 5, 2002

Date Amended: June, 2007 (*Johnson & Associates*)

Date Amended: September, 2009 (*Johnson & Associates*)

Date Amended: August 2019

Date Amended: August 2022

Grade Amended: January 2024

Human Resources Manager Approval

City Manager Approval