



## **POSITION VACANCY NOTICE**

### **KETCHIKAN PUBLIC UTILITIES**

#### **SPECIFICS**

April 6, 2017

April 3, 2014

TITLE: CUSTOMER SALES REPRESENTATIVE II			
DEPARTMENT:	KPU	DIVISION:	Sales, Marketing & Customer Service
STATUS:	Regular Full-Time	HOURS/DAYS:	MON-FRI & TUES-SAT 8:30-4:30 / 8:30-5:30 / 9:00-5:00
GRADE / STEP:	242 / A-I	DUTIES:	See attached job description
HOURLY:	\$18.71-\$20.46/ Hour DOQ		UNION STATUS: YES
<p><b>SPECIAL REQUIREMENTS:</b> Two years of responsible experience performing duties comparable to a Customer Service Rep I with the City of Ketchikan/Ketchikan Public Utilities or comparable experience performing customer sales, service and routine bookkeeping duties involving considerable public contact.</p>			

#### **ADVERTISING REQUIREMENTS**

<b>POSITION CLOSES: OPEN UNTIL FILLED</b>	
APPLICATIONS MUST BE RECEIVED BY CLOSING DATE	
<b>WHERE:</b> Local Only <input type="checkbox"/> Statewide <input type="checkbox"/> Pacific NW <input type="checkbox"/> National <input type="checkbox"/>	
<b>PUBLICATIONS:</b> Ketchikan Daily News; Local Job Service; City Website	

#### **APPLICANT PROCESSING INSTRUCTIONS**

**FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:**  
HUMAN RESOURCES, 3<sup>RD</sup> 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 SALES REPRESENTATIVE II - KPU**

*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; 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, reporting useful information and courteously providing related services to the City/KPU and its citizens and customers. The Customer Sales Representative II - KPU works independently to achieve assigned goals and end products. The Customer Sales Representative II - KPU must perform these duties in a manner that reflects positively on Ketchikan Public Utilities and the Department.

### **DISTINGUISHING CHARACTERISTICS**

This is the fully qualified working level class in the Customer Sales Representative series. Positions at this level are distinguished from the Customer Sales Representative I - KPU 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, 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; maintains related accounting controls and enters data into appropriate billing and computer systems.
2. Updates the Line Identification Data Base file.
3. 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.
4. Checks after-hours voice messages and responds to messages as appropriate.
5. 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.

6. Processes telephone, internet, electric, and TV orders and sales; explains and/or describes services and packages.
7. Performs clerical and office support tasks such as computer data entries, document sorting, filing, copying, mail sorting, answering of telephones.
8. Participates in the preparation and maintenance of a variety of files, logs, records, and reports.
9. Maintains a high level of confidentiality as it applies to customer billing records, toll, and payment information.
10. 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.  
Methods and techniques used in customer service and public relations.  
Receptionist and telephone techniques.  
Mathematical principles.  
English usage, spelling, grammar, and punctuation.

### **Ability to:**

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.  
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.  
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.

**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.

**Experience:**

Two years of responsible experience performing duties comparable to a Customer Sales Representative I – 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: 2-42  
Job Position Code: 31201  
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*)

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Human Resources Manager Approval

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City Manager Approval