

Open to the Public  
August 9 - 17, 2017

## **Customer Care Coordinator**

### **Primary Duties:**

Provides customer-centered service to customers regarding inquiries, complaints, and adjustments related to the City's billing systems, including any other systems that may be converted or developed.

**Salary:** \$19.49 per hour

### **Work Schedule:**

Monday – Friday 8:30 am – 5:00 pm  
40 hours per week

### **Required Minimum Qualifications:**

- Graduation from High School or completion of a GED is required.
- At least two (2) years of experience in dealing with the public as a customer service representative in sales, collections or closely related field is required.
- Possession of a valid Pennsylvania State Driver's License is required.

**Full time, Full benefit package**

***Applications will be accepted until 5 PM on Tuesday, August 22, 2017.***

**The City of Lancaster is an Equal Opportunity Employer**

**Please review the complete job description on the following pages.**

**\*\*Please do not submit an application if you submitted one in  
May 2017.\*\***

# City of Lancaster Job Description



Job Title: **Customer Care Coordinator**  
Department: **Procurement & Collection Office**  
Job Grade: **32 - Bargaining**  
Reports To: **Supervisor, Customer Service**

Job Code: **6424**  
FLSA: **Non-Exempt**  
Effective Date: **3/1977**  
Revision Dates: **2/1990; 10/1992; 2/2001; 2/2007**  
Revision Dates: **9/2007; 10/2008; 12/2011; 9/2016**

## **Primary Function**

Provides customer-centered service to customers regarding inquiries, complaints, and adjustments related to the City's billing systems, including any other systems that may be converted or developed.

## **Principle Duties & Responsibilities**

- Follows safe practices in the performance of duties.
- Responds to customer inquiries, complaints, and adjustments related to the City's billing systems, including any other systems that may be converted or developed.
- Responds to and investigates customer inquiries and issues via telephone, fax, e-mail, and in writing and maintains appropriate records.
- Updates computerized master records for all billing systems to include but not limited to final water bills, trash, and tax amounts for property settlements and final water charges for tenant changes; calculation of prorated trash bills for new customers.
- Works with the customer and collection agency, as appropriate, to resolve delinquent billings and other open invoices/taxes that are turned over for collection.
- Provides prompt resolution of customer issues in a professional, courteous manner.

## **Position Qualifications**

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

- Knowledge of safe practices related to office work.
- Proven proficiency in knowledge, understanding and use of the Microsoft (or similar) suite of tools (Word, and Excel Outlook or Lotus Notes) and mail merge functions is required.
- Ability to learn and function independently on AS400 or Windows platform.
- Proven ability to interpret, verify, and accurately enter data into a computer database is required.
- Proven ability to work well under pressure and to maintain positive interactions is required.
- Positive interpersonal skills are required.
- Proven ability to multi-task in a fast-paced environment is required.
- Proven ability to read, write, speak and comprehend English is required; proficiency in Spanish is preferred.
- Proven ability to work as part of a team and to collaborate successfully with others is required.
- Proven ability to adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
- Proven ability to exhibit customer-centered behaviors and to focus on customer needs is required.
- Proven ability to commit to excellence in service and to continuous improvement is required.
- Proven ability to be responsible for handling and processing cash and checks.
- Positive interpersonal skills are required; a high level of positive energy is required to deal effectively with the public in this position.
- Proven ability to write legibly and to do math calculations of addition, subtraction, and multiplication and division is required; including developing formulas on excel spread sheets for reporting purposes.

### **Education, Training and Experience**

- Graduation from High School or completion of a GED is required.
- At least two (2) years experience in dealing with the public as a customer service representative in sales, collections or closely related field is required.

### **Licenses and Certificates**

- Possession of a valid Pennsylvania State Driver's License is required.

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### Environmental Conditions

- Works indoors (with, or without, heat and/or air conditioning.)

### Safety Equipment Used or Needed

- None

### Comments

- Exposure to irate customers.
- Requires occasional lifting of up to 25 lbs.
- Software skills evaluation is required.
- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.