

Customer Service Representative
Class Code (1230)
TASK LIST 2025

1. Verifies the identity of all customers prior to providing account assistance, either in person at a Customer Service Center or over the phone, by asking for the account access code or the last four digits of the account holder's social security number in order to ensure security of all customer accounts.
2. Starts, stops, and/or restores services to customer accounts in Customer Care and Billing (CCB) system by updating account information received from customers, either in person at a Customer Service Center or over the phone, such as beginning or ending service dates or entering tenant contact information in order to ensure accurate records and billing for customers.
3. Obtains new or updated property access information from customers, either in person at a Customer Service Center or over the phone, for meters on customer property, for example, gate key codes or if a dog is present in a yard, when setting up a new account or when a Meter Reader reports that they could not access the property, in order to ensure accurate readings by a Meter Reader can be made in a safe manner.
4. Verbally instructs customers on how to read their meter, either in person at a Customer Service Center or over the phone, in cases in which the Meter Reader was unable to access a customer's meter and an updated read needs to be entered in CCB system for billing purposes or when a customer asks how to correctly read his/her meter in order to ensure accurate meter reads are recorded and to ensure customers are informed regarding their equipment and to provide excellent customer service.
5. Answers questions from customers regarding their account, either in person at a Customer Service Center or over the phone, such as when their payment is due or how to interpret their bill in order to ensure customers are informed regarding their services and to provide excellent customer service.
6. Initiates field investigations for a customer's account in CCB system when irregularities are reported or discovered, such as when a customer reports that their meter is stuck or when a bill has been estimated for multiple billing cycles, by creating a case in CCB system that includes a summary of the irregularity in

order for the matter to be investigated and resolved by a Meter Reader, Field Investigator, or other field employee.

7. Types note in either the Customer Contact tab if customer specific or Premise Note tab if address specific in CCB system after any interaction with a customer summarizing what occurred during interaction with the customer, for example what information was given to the customer or where the customer was referred, in order to ensure information is preserved in the event another Customer Service Representative or supervisor needs to review the history of the account.
8. Logs-in to Cisco Finesse desktop phone system, verifies correct extension at log-in, and continually updates status throughout shift by indicating "Ready" or "Not Ready" in order to ensure incoming calls are received on the correct phone line and at appropriate times.
9. Sends emails to other sections, such as the Customer Credit Group, and/or supervisor when additional action is necessary on a customer account, such as when a deposit is requested after canceling an account, or when a bill need to be approved for release to a customer, in order to ensure customer requests are fulfilled and held bills are released in a timely manner.
10. Transfers calls to other sections within DWP, other City Departments, such as Building and Safety or provides contact information for outside utility agencies, such as Southern California Edison when customer request cannot be resolved, such as when a permit is needed for new construction, or caller called the wrong agency for assistance in order to ensure customer requests are fulfilled or callers are connected to correct agency for assistance.
11. Requests assistance from lead or supervisor when necessary for special and/or urgent customer needs, such as when the customer is requesting a special payment plan or an authorization for same day service is needed in order to ensure customer requests are fulfilled in a timely manner.
12. Sets-up standard payment plans when requested by customers by explaining payment plan options and terms, calculating the amount due at each payment based on the customer's total outstanding balance using a Microsoft Excel formula, providing information regarding when payments will be due to the customer, and inputting the payment plan terms into CCB system in order to ensure customers secure a manageable payment and DWP secures revenues from customers for services.

13. Resolves issues with returned mail sent by DWP by contacting account holder via telephone to see if address update is necessary or if new contact is needed for an account in order to ensure all mail sent, including bills, is sent to the appropriate person for an account.
14. Creates water and/or electric trouble ticket in CCB system for dispatch when outage or other issue is reported by a customer in order to ensure outage or issue is investigated and resolved by appropriate section.
15. Informs customers who call to report water or electric trouble that widespread water or electric outage is occurring in the area when the outage is communicated via email to Customer Service Representatives and provides information regarding the outage, for example the reason for or anticipated length of the outage, in order to address customer concerns regarding services.
16. Refers customers to public assistance programs, including the Home Energy Assistance Program (HEAP) for those in need of financial assistance or the Serving Our Seniors (SOS) program for senior citizens in need of assistance, such as a well-being check-in, when appropriate, such as when the customer indicates they are unable to pay their bill or are lonely and seeking someone to talk to in order to ensure the well-being of customers and to provide a superior customer service experience to customers.
17. Records all work completed and necessary account updates to be made on hardcopy or electronic forms in cases where the CCB system is down so that the updates can be made once the system is back up in order to not interrupt services provided to customers when a CCB system outage occurs.

Revenue and Credit Management (Customer Service Center)

18. Accepts cash payments in-person at a Customer Service Center window from customers using safe and secure cash management procedures, including by counting the payment received in plain-view of the customer, checking for counterfeit currency using a UV light, counterfeit pen, and/or feeling texture of the currency, and issuing a payment receipt to customers in order to process customer cash payments accurately and in to avoid accepting counterfeit money.
19. Seizes all counterfeit currency received from customers, informs customer that he/she has paid with counterfeit money, offers copy of counterfeit currency to

customer, completes Department of Homeland Security United States Secret Service Counterfeit Note Report form, and submits completed form and currency to supervisor for submission to the local Secret Service field office in order to ensure counterfeit currency is not accepted and support the Secret Service in combating counterfeiting.

20. Posts payments received at the Customer Service Centers, either in person or through a secure payment drop box, by verifying the account information on the payment slip and entering the payment type and amount received for an account into CCB system Tender Control in order to ensure customer payments are recorded and credited to the appropriate account in CCB system.
21. Tracks and tallies on a standard hardcopy or electronic forms metrics for non-payment requests completed at Customer Service Center counter, such as requests for forms related to low income assistance programs, on a daily basis in order to assist in tracking the section's performance metrics.

LEAD

22. Collects payments dropped in to secure payment drop boxes at Customer Service Centers every business day morning for payments dropped off after business hours and two to three times per day for payments dropped off during business hours by opening payment envelopes, verifying the payment types, verifying the amount of cash received by running it through a bill counter, and distributes payment slips to other Customer Service Representatives for entry into CCB system in order to ensure customer payments are processed accurately and posted to a customer's account in a timely manner.
23. Enters daily metrics for number of payments processed and non-payment requests completed reported from Customer Service Representatives into Excel sheet for calendar month and submits metrics on a monthly basis to management in order to keep management updated regarding the section's monthly performance metrics.
24. Visually inspects credit card machines on a daily basis for any signs of tampering or damage to ensure DWP credit card system is secure and customer credit card information cannot be stolen in order to maintain compliance with Payment Card Industry Security Standards.
25. Schedules Customer Service Representatives for break periods, including breaks and lunches, based on anticipated peak times and in accordance with California

Labor and Employment laws in order to ensure staff breaks and lunches do not negatively impact the availability of services to customers and employees are granted their appropriate break periods.

26. Writes customer correspondence letters using Microsoft Word regarding the result of a request, such as a letter to a customer informing them that his/her request for a deposit refund is denied, and mails the correspondence to the customer's last known address when unable to reach customers via telephone in order to ensure customers are kept up to date regarding the status of requests made to DWP regarding their account.
27. Assist Customer Service Representatives in resolving complex customer requests, received either in person or over the phone, such as requests for a security deposit to be waived or for an alternate form of identification to be accepted, in order to ensure customer requests are handled appropriately.

E-Team

28. Responds to customer inquiries and requests received via email through the DWP "Contact Us" website using the Oracle Customer Connect system by investigating customer inquiry or request, responding to customer via email or telephone, and noting the Customer Connect Service Request number in CCB system note if action is taken in order to address customer requests.

Solar

29. Answers customer questions by accepting live customer calls and returning customer voice mail messages left for the Solar Team regarding the DWP Solar Incentive and Charge Up LA programs, such as the benefits and requirements of the program or how to read a solar electric bill in order to promote the use of these programs and ensure customers are educated regarding how they are being billed.

Customer Relations Office

30. Processes Serving Our Seniors (SOS) referral forms submitted by Customer Service Representatives for senior citizen customers by ensuring the reason the customer was referred is applicable to the services provided by the SOS program, and, if so, verifying account information on the form is accurate, assigning an SOS number, adding additional information to the form, such as additional contact information, submitting the SOS referral to the Department of Aging via email, and adding a note to the customer's CCB account that the

customer was referred to the SOS program in order to ensure the well-being of senior citizen customers.

31. Refers senior citizen customers with special requests or needs that do not fit the SOS program to appropriate section or program for assistance, such as to a Field Investigator to assist in checking if there is a leak on the customer's property based on irregularly high bills, or to a handy worker program to secure assistance in making a repair to a property in order to ensure leaks or other property damage on customer property is appropriately addressed.
32. Processes claims submitted by customers for a bill credit due to DWP related breaks and leaks, such as for a water main break, by reviewing the claim and supporting documentation submitted, such as a receipt for services rendered, and either denying the claim due to the reason not being covered, such as a request for a credit due to lawn damage, or granting the claim and issuing a credit to the customer's account in CCB system in order to ensure customers are not over charged for services not received, due to water loss, for example.
33. Communicates with customers via email and/or telephone regarding on-going inquiries or investigations, such as when additional information is needed to process a claim, or when a customer is claiming fraud and an incident report is needed for submission to security.
34. Resolves escalated requests, unresolved requests from customers who have not had their concerns addressed in a timely and/or satisfactory manner, submitted directly to the Customer Relations Office via email by upper management or by a Customer Care Manager by resolving the customer request as soon as possible and informing upper management or the Customer Care Manager via email as soon as the customer request has been resolved in order to ensure customer experience ends in a positive manner.
35. Resolves special or complex requests from customers transferred via telephone to the Customer Relations Office from the Customer Care Center, such as requests for a special payment plan due to a high outstanding balance or a bill correction, by explaining the process and/or customer's options regarding his/her request over the telephone.
36. Provides customer information over the telephone, such as services received, consumption amounts, or the amount of money needed to turn services back on, requested from outside agencies, such as the Los Angeles Police Department,

the Federal Bureau of Investigation, the Housing Department, or HEAP in order to assist in criminal investigations and provide necessary information to public programs for customers seeking assistance.

37. Tracks metrics, such as claims and mail processed, by logging work completed in Oracle Customer Connect in order to assist in tracking the section's performance metrics.
38. Investigates bill correction requests submitted by customers by calculating average consumption across multiple billing periods to ensure customer is being charged under the appropriate tier and, if not, cancels and re-issues bills based on corrected billing tier in order to ensure customers are being charged appropriately.

Miscellaneous

39. Attends monthly staff meetings and/or other meetings on topics such as workplace safety, Equal Employment Opportunity, or new policies for the section, in order to keep up to date regarding department and section standards and requirements.