



Customer Service Representative

SALARY GRADE(S): 09, 11

PURPOSE OF POSITION: To provide quality customer service and a variety of routine/advanced, reporting and clerical/cashier duties relating to the collection and reconciliation of utility payments; the maintenance and adjustment of customer accounts and related records; reporting of delinquent customer accounts and the opening and closing of utility accounts.

ESSENTIAL FUNCTIONS:

- Answers customer inquiries over the counter and on the telephone.
- Investigates billing errors and resolves customer complaints relating to such errors.
- Assists customers to resolve minor problem accounts; makes routine adjustments to customer accounts as appropriate.
- Receives Utility Bill payments, negotiates partial payments amounts and delinquency payment extensions and monitors accounts with payment extensions.
- Maintains records of monies received and issues appropriate receipts.
- Sorts, reviews and balances receipts daily; prepares accurate detailed reports of collections.
- Maintains customer accounts and related records incidental to cashier operations.
- Balances cash and combined receipts for bank deposits.
- Deposits City monies collected in designated depositories.
- Adjusts utility bills for minor billing errors, leaks, pool fills, vacation garbage and other authorized, routine purposes.
- Maintains records and reports for accounts in a non-pay status and for meters to be disconnected.
- Opens new utility accounts and initiates new service; closes accounts when required.
- Initiates meter check reads and meter bench tests when required.
- Corrects routine errors in the customer master file database.
- Maintenance of daily-automated cash receipt functions related to: bank drafting, lockbox service and other electronic forms of payment.
- Assists in the training of Customer Service Representatives in the policies and procedures of the department.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that will be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

JOB BASED COMPETENCIES:

- Ability to communicate effectively both orally and in writing as well as operate a personal computer is required.
- Knowledge of City and Public Works regulations, rules, procedures and functions relating to utility accounts and billing, including procedures for correcting routine billing errors.
- Proficiency in business communications to include: listen, exchange ideas, give and receive feedback, proper grammar usage, spelling, sentence construction, preparation of routine reports, forms and routine correspondence.

Class Title: **Customer Service Representative**

Page 2 of 3

- Knowledge of basic accounting and bookkeeping procedures.
- Knowledge of methods of handling and accounting for money, recording payments and balancing a cash drawer.
- Knowledge of the geography of the City and adjacent areas.
- Ability to make computations and tabulations with speed and accuracy.
- Ability to operate a desktop computer and routine software programs, including routine Utility Billing system procedures.
- Ability to maintain clerical and accounting records and to prepare reports from such records.
- Ability to read and interpret maps.
- Ability to make minor decisions in accordance with City Ordinances, and established Utility Billing Office policies and procedures.
- Ability to exercise good judgment and courtesy when acting as a representative of the City.
- Ability to be bondable if required.
- Ability to establish and maintain effective working relationships within the Utility Billing Office, the Public Works Department, with other City offices, and with the public.

PUBLIC CONTACT: Contacts are an essential component of this position. In addition to extensive contact on the telephone and in person with members of the public inquiring about utility bills and billing issues, the incumbent interacts daily with Utility Billing Office employees and with employees of other City departments.

ORGANIZATIONAL STATUS: Under the direction of and responsible to the Department Head or designated representative.

SUPERVISION EXERCISED: Usually none; occasionally may direct the work of one or a few clerical employees.

PHYSICAL REQUIREMENTS: This is office work, requiring limited physical effort. Visual acuity is required for reviewing, checking, preparing and maintaining computer and manual files, as is manual dexterity to operate computers and other office equipment. Incumbent is required to have sufficient hearing ability to perceive information accurately at normal spoken word levels. Manual dexterity to operate computers and other office equipment is required.

MINIMUM QUALIFICATIONS:

<p>Customer Service Representative</p> <p>Job Code: 01.12 Salary Grade: 09 FLSA Status: Non-Exempt Union: Represented</p>	<ul style="list-style-type: none">• High School or GED.• Two years experience as a cashier or teller, or in accounting, bookkeeping, or accounts receivable work, preferably in a customer service environment.
<p>Senior Customer Service Representative</p> <p>Job Code: 01.13 Salary Grade: 11 FLSA Status: Non-Exempt Union: Represented</p>	<ul style="list-style-type: none">• High School or GED.• Four years experience as a cashier or teller, or in accounting, bookkeeping, or accounts receivable work, at least two of which must have been in a customer service environment.

TRAINING REQUIREMENTS: ICS 100 and IS 700