

REPORTS TO: Finance Director

DEPARTMENT: Finance

CLASSIFICATION: Full-time regular

FLSA STATUS: Non-exempt

DATE APPROVED: February 12, 2019 - *Replaces all prior revisions*



JOB SUMMARY:

The Customer Service Representative assists the residents, community, outside agencies and employees over the telephone and in-person. The Customer Service Representative also provides professional utility billing processing and cashiering services for the Finance Department. This position requires excellent customer service, the ability to manage multiple deadlines in a fast-paced environment and work under general supervision.

POSITION CONTEXT:

This position requires the employee to work a 40 hours work week with occasional overtime. The position is expected to work indoors and experience extensive contact with customers in person and over the phone. This position routinely handles confidential information and will operate a cash register.

ESSENTIAL FUNCTIONS:

- Prepares all utility billing, checks balances and collect payments.
- Assists the general public and employees in a courteous, responsible and professional manner. Provides routine information regarding utility billing and the procedure for establishing or terminating services.
- Records all pertinent information regarding customer accounts and the preparation of billing and various reports.
- Processes all new accounts, commercial accounts and termination requests. Responds to customer concerns regarding high utility bills, suspected leaks, and other problems. Arranges for additional readings when necessary.
- Prepares customer reminders and termination notices for delinquent accounts. Determines accounts to be terminated by reason of nonpayment and arranges for terminal readings and shut-offs.
- Reviews customer accounts to determine possible payment agreements and/or disconnect notices.
- Operates cash register, balances cash drawers and prepares cash reports according to established procedures.
- Prepares correspondence, records, reports and other numerical material from rough draft, outline and verbal instruction.
- Operate multi-line telephone system.
- Collects and receives utility bill payments, licenses and other transactions from the general public including cash, check, credit and other payment types.
- Researches, computes and issues corrected utility bills in response to necessary billing adjustments due to bad meter reads, incorrect utility rates, incorrect utility bills, etc.
- Issues work orders to correct utility bills, investigate high bill inquiries or final meter reads based on dialogue with customer and analysis of usage history.
- Issues warning letters, payment agreements, and/or disconnect notices for delinquent accounts.
- Provides assistance to accounting staff when needed.

OTHER JOB FUNCTIONS:

- Ability to effectively handle citizen concerns while being professional and courteous.
- Communicates with Public Works regarding disconnections and reconnections.
- Maintains required departmental documentation, filing system and public informational materials.
- Ability to type/enter data accurately at a working rate of speed, make accurate and rapid calculations and maintain files in filing system per procedures.
- Working knowledge of general office procedures and practice, data entry, word processing (Microsoft Word/Excel), and operating a calculator.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

- Demonstrates ability to work independently with minimal supervision while exercising good judgment and initiative.
- Ability to develop and maintain collaborative working relationships with all levels of staff, other departments and general public.
- Ability to multi-task and work under pressure with constant interruptions and within short timeframes.
- Must have strong organizational and time management skills.
- Must have strong verbal and written communication skills, using English language.
- Ability to understand, follow verbal and written instructions and respond to questions from internal and external customers.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Knowledge of standard cash handling practices including ability to make change without a cash register.
- Knowledge of financial record keeping tasks and office terminology, procedures and equipment.
- Knowledge of business arithmetic.
- Excellent customer service skills, including tact and common courtesy.
- Knowledge of modern office procedures, methods and computer equipment.
- Ability to handle confidential/sensitive matters in a professional manner.
- Must have the ability to maintain professional composure and take reasonable action when confronted with difficult situations.
- Ability to work effectively as a team player, take the initiative and make constructive recommendations to improve overall departmental efficiency.

MINIMUM QUALIFICATIONS:

Education:

- High school diploma or general education degree (GED).

Experience:

- One-year office experience and/or training
- One-year of customer service experience.
- Previous cash-handling experience strong desired.
- Working knowledge of MS Office (Word, Outlook and Excel). Previous experience or the ability to gain proficiency with financial and cash register systems required.

WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

- Duties are performed primarily in an office setting and will routinely transition from sitting to a standing position. Tasks will involve extended periods of time at a keyboard, work station and front counter. The person in this position needs to move about inside the office to assist the public at the front counter, access file cabinets, office equipment, etc.
- The position will have frequent contact with others and may require prolonged periods of concentration and the ability to cope with numerous interruptions and changing priorities. Physical ability to hear ordinary conversation, such as questions from the public, as well as other sounds, such as the telephone ringing, etc.
- This position may pick-up mail from outdoor drop box, sort and deliver to centralized work area. This position may carry items weighing up to 10 pounds.

EQUIPMENT USED:

- General office equipment including computer, scanner, printer, copier and telephone.
- Cash-register and calculators.

STATEMENT OF OTHER DUTIES DISCLAIMER:

The preceding job description does not constitute an employment contract. It has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this position. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job. Incumbent will perform other duties as assigned by immediate supervisor.