

Class Title: **Customer Service Representative**
Department: Office
Supervisor: Office Manager

Class Characteristics: Under general direction, performs accounts receivable duties; serves as receptionist; assists other departments as requested; performs related work as assigned.

General Duties and Responsibilities:

Essential:

1. Accepts utility payments from walk-in customers, issues cash receipts; matches payments and stubs; balances cash drawer at end of day.
2. Prepares all documents, assists customers with initial sign-ups or reconnects for service; completes deposit card and accepts deposits or reconnect fees for services; obtains customer signatures; researches files for prior usage or delinquent accounts and collects any balance due; distributes required information to customer; prepares connect or reconnect service orders.
3. Collects tap fees; schedules taps.
4. Monitors delinquent accounts; works with agencies which provide assistance to customers who are unable to pay all or part of a bill; insures all extensions are paid on-time; orders cut-offs for non-payment.
5. Greets customers in person and by telephone concerning a variety of matters; assists in handling inquiries, complaints, and/or problems of customers, or forwards to higher authority.
6. Types correspondence, letters, memorandums, envelopes, etc.
7. Opens, sorts, and distributes mail and night deposit when requested.
8. Forwards returned mail.
9. Opening and closing of main office each day; retrieving messages from main phone.
10. Cleans work area as needed.
11. Assists other personnel as requested.

Non-essential: None.

MINIMUM QUALIFICATIONS

Training and Experience: Graduation from high school or equivalent supplemented by one year office experience, preferably involving working with the public.

Special Knowledge, Skills and Abilities:

Knowledge:

1. Knowledge of utility policies and procedures regarding all aspects of utility billing and collections.
2. Knowledge of clerical methods and financial management systems used in processing utility payments.
3. Knowledge of modern office procedures, routines and equipment (including computer hardware and software).
4. Knowledge of mathematics, business, arithmetic and English.
5. Knowledge of professional accounting practices.

Skills:

1. Exceptional public relations skills.
2. Excellent communication skills, in person and by phone.

Abilities:

1. Ability to carry out complex oral and written instructions.
2. Ability to operate office equipment, including computer keyboard, typewriter, calculator, copier, telephone, and other office equipment.
3. Ability to maintain accurate records and filing systems.
4. Ability to make mathematical computations with speed and accuracy by hand or machine.
5. Ability to establish and maintain effective working relationships with officials, employees and the general public; ability to firmly but tactfully and courteously deal with the public in difficult situations.
6. Clerical aptitude. Mental alertness and attention to detail and accuracy. Good judgment. Integrity. Good physical condition.

ADDITIONAL REQUIREMENTS

Instructions: Instructions are somewhat general; many aspects of work covered specifically, but must use some of own judgment.

Processes: Work varies slightly; seldom required to take different, new or unusual approaches in completing work assignments.

Review of Work: Work is reviewed daily through cash balances, reports, etc.

Analytical Requirements: Problems require analysis based on precedent.

Physical Demands of the Job: Work is predominantly performed indoors at a desk or table. Intermittent standing, walking, stooping is required; must lift objects weighing less than 25 pounds.

Tools and/or Equipment Used: Normal office equipment (Computer, word processor, printer, copier, fax, calculator, telephone, etc.)

Contacts: Public and internal contacts requiring tact and diplomacy are a requirement of the job.

Confidential Information: Regular use of confidential information.

Mental Effort: Heavy.

Interruptions: Constant.

Special Licensing Requirements: None.

Certification Requirements: None.

Additional Requirements: Must be bonded.

Overtime Provision: Non-exempt.