

CUSTOMER SERVICE REPRESENTATIVE

DEFINITION

Under close supervision collects, posts and records utilities, parking citation and business license payments to customer accounts.

ESSENTIAL FUNCTIONS

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Collects, posts and records utilities, parking citation and business license payments to customer accounts; assists the public with utility account questions, payments and problems; notifies water crew of requests for service; collects, receives and adjusts payments; balances accounts; answers phones and resolves utility account, parking tickets and business license questions.

Researches lost payments; assists customers with permits or licenses; prepares outgoing letters for parking citations; requests service on utility accounts and inputs information into the system; writes requisitions for billing refunds; sets up new accounts and verifies addresses and other personal account information.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of quality customer service techniques and concepts

Knowledgeable of bill payment and overdue payment process and procedures

Knowledgeable of and proficient in operating a personal computer, 10-key adding machine, fax, copier and other office equipment to perform duties

Knowledgeable of customer account maintenance techniques

Skilled in maintaining, reviewing, and reporting utility account information

Skilled in calculating payments accurately

Skilled in following and providing oral and written instructions

Skilled in establishing and maintaining productive working relationships

Ability to perform essential duties with minimum supervision

Ability to effectively communicate verbally and in writing in English

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking and bending.

Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS

A high school diploma or equivalent, **AND** one (1) year experience handling and processing cash transactions to individuals accounts in a municipal or private business environment **OR** an equivalent combination of education and experience.