

CUSTOMER SERVICE REPRESENTATIVE

General Statement of Duties

Performs responsible administrative and fiscal work in support of the general Town administration, utility billing and collections, and other customer services.

Distinguishing Features of the Class

An employee in this class is responsible for providing reception, customer service, and accounts receivable work for the Town. Work also includes coordination with field crews on work orders needed, preparation of records and reports for various staff, and other general administrative support. Work involves heavy public contact functions and coordination with other departments within the Town's organizational structure. Work also requires considerable knowledge of the Town's utility customer service policies and field activities. Considerable tact and courtesy are required in these public contact functions. Work is performed under regular supervision and is evaluated through conferences, by review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Serves as telephone and visitor receptionist for Town Hall; directs visitors and calls to proper location.

Collects incoming revenue from utility customers, and other fees, garbage, privilege license fees, and other sources; inputs collections into computer system; collects revenues in person and through the mail; keys in account number.

Assists customers with establishing utility accounts; describes and assists customers with utility, solid waste and other municipal services; establishes customer account data base; coordinates connection and disconnection of service with field staff.

Performs inquiry on accounts to solve customer billing and payment problems; coordinates with utility billing staff as needed.

Answers incoming calls for general Town government; provides general information to citizens; forward calls to proper location; takes messages when necessary.

Prepares a wide variety of records, reports, data bases, files, and other documents using word processing, data base, spreadsheet and other software; prepares correspondence; orders various office and related supplies; prepares mail, affixes postage; prepares various invoices; performs layout, copying stapling, folding and inserts Town newsletter into utility bills.

Explains processes and fees to customers.

Answers complaints from citizens, researches problems, and renders decisions or answers to their questions; refers precedent setting issues to higher level management for advice and consultation.

Reconciles daily cash receipts with data entry by revenue account; prepares various logs and reports as needed.

Additional Job Duties

Assists and backs up other staff.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Working knowledge of local policy and state statutes regarding utility billing and utility maintenance and the Towns utility customer service policies and procedures.

Working knowledge of standard operating practices involved in modern office operation and serving the public.

Working knowledge of computer software including word processing, financial packages, utility billing, spreadsheets, publishing, and their application to collections and accounts maintenance, and to general administrative support.

Some knowledge of the accounting principles and practices.

Skill in collaborative conflict resolution.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to create and maintain accurate records, reports, and files in support of a customer oriented operation.

Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment.

Ability to establish and maintain effective work relationships.

Accuracy in the entry of data and compilation of records.

Physical Requirements

Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, standing, walking, pulling, fingering, grasping, feeling, talking, hearing, and repetitive motions.

Must be able to perform light work exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

Must possess the visual acuity to work with data and figures, operate a computer terminal, and work with detailed use of the eyes.

Desirable Education and Experience.

Graduation from high school, supplemented by courses in business or accounting, and experience in general administrative support and/or a collections or billing operation involving heavy public contact; or an equivalent combination of education and experience.