

## CUSTOMER SERVICE REPRESENTATIVE

### **DEFINITION**

Under close supervision provides clerical and accounts management assistances to assigned department.

### **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.

Greets and directs the public; answers telephone calls and routes calls to appropriate individuals, offices, divisions or departments; Update and track a variety of electronic and paper files, records, reports, logs and related documents

### **KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS**

Knowledgeable of quality customer service techniques and concepts

Knowledgeable of bill payment and overdue payment process and procedures

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 generating, reviewing and maintaining account information for customers

Skilled in calculating payments accurately

Skilled in following and providing oral and written instructions in English

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, managing individuals accounts in a municipal or providing clerical support to a department of division **OR** an equivalent combination of education and experience.