CUSTOMER SERVICE REPRESENTATIVE

DEFINITION
Under close supervision account management for utilities, parking citation and business license services.

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, adjusts payments, balances accounts, and research lost payments;
• Answers phones and resolves utility account, parking tickets and business license questions.
• Assists customers with permits or licenses;
• 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.
• Prepares outgoing letters for parking citations;
• Greets 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, bill payment and overdue payment process and procedures, and customer account maintenance techniques;
• Skilled in generating, reviewing and maintaining account information for customers, in calculating payments accurately, following and providing oral and written instructions in English, and in establishing and maintaining productive working relationships
• Ability to perform essential duties with minimum supervision, effectively communicate verbally and in writing in English and work independently and with a team.
• Proficient in operating a personal computer to include MS Office and other industry related software, 10-key adding machine, fax, copier and other office equipment to perform duties

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 two years of progressively responsible experience handling and processing cash transactions, managing individuals accounts in a municipal accounting department.