SENIOR CUSTOMER SERVICE REPRESENTATIVE

DEFINITION
Under general 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
Receives records and prepares payment of division expenditures and invoices; 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 matches requisitions with purchase orders and prepares for data input; verifies account balances; researches invoices and financial recording documents to resolve questions or complaints; replicates invoices and claim forms; inputs requisitions and balances reports.

Compiles journal entry data; maintains records and files associated with various business transactions according to area of assignment; updates and adjusts information on billing lists according to area of assignment.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
Knowledgeable of generally accepted accounting principles
Knowledgeable of payment processing procedures
Knowledgeable of financial record keeping techniques and procedures
Knowledgeable of and ability to proficiently operate computer hardware/software and a 10-key machine
Skilled in maintaining financial reports and statements
Skilled in providing and following oral and written instruction
Skilled in establishing and maintaining positive and productive working relationships
Ability to perform essential duties independently or with little supervision
Ability to effectively communicate verbally and in writing in English to all levels of staff

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
High School diploma combined with some college level coursework in Accounting, AND 3 years experience resolving complex account issues in accounting, payroll or bookkeeping OR an equivalent combination of education and experience.