

## CUSTOMER SERVICE REPRESENTATIVE

### General Statement of Duties

Performs difficult administrative and clerical work performing the utilities billing, collections, and customer service functions.

### Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve handling customer inquiries relating to utility billings and collections and general fiscal support and reporting activities; preparing files to generate utility bills; preparing and verifying a variety of reports and records; collecting utility bills and other revenues; and coordinating with the field services functions. Work is characterized by the multiple detailed procedural steps involved in the work, and the required knowledge of the utility billing process and computer application. Work involves public contact functions and coordination with other departments within the Town's organizational structure, especially the water field staff. Considerable tact and courtesy are required in the public contact functions. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

### Duties and Responsibilities

#### Essential Duties and Tasks

Uploads and downloads hand held computer meter readings; reviews utilities readings and enters into computer data base, generates billing information and performs edits.

Enters meter readings and meter numbers into accounts as they change; enters customer deposits into system.

Prints edit list and reviews after initial meter readings are entered; identifies potential mis-reads and other potential problems; determines which meters require re-reading; prints and mails cutoff notices for unpaid accounts.

Prints, bursts, and prepares bills for mailing.

Coordinates the activities of the office with the utilities personnel and the department responsible for the various utility functions within the Town; coordinates with utility personnel the meter reading functions and the connection and disconnection of services to customers.

Answers complaints from citizens, researches problems, and answers to their questions; adjusts bills for leaks, incorrect meter readings, etc.

Establishes new customer accounts; insures proper initial readings are entered; establishes, updates, processes deposit and overpayment refund requests; processes draft payments; deletes accounts for multiple temporary development needs; processes returned checks; adjusts accounts for yearly sprinkler head/fire hydrant fees; performs end of month balance and clearing of accounts receivable files.

Monitors the billing cycle and assures that all records are submitted on a timely basis in order that established deadlines will be met.

Collects a variety of revenues from customers; posts utility payments to accounts.

Prepares a variety of fiscal reports involving compiling, typing, data entry, reconciling and other fiscal support activities; maintains garbage cart records with serial numbers for each customer.

#### Additional Job Duties

Performs related duties as required.

### Recruitment and Selection Guidelines

#### Knowledges, Skills, and Abilities

Considerable knowledge of local policy, billing and customer service cycle regarding water systems.

Thorough knowledge of the utility billing software application and ability to operate hardware to produce accurate, timely bills.

Working knowledge of state statutes related to utility billing and customer service.

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

Working knowledge of water meter operations.

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 cash receipt and customer oriented operation.

Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment at the desired level of speed and accuracy.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

#### Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

#### Desirable Education and Experience

Graduation from a community college with an associates degree in accounting, business, or related field and experience in a billing operation involving customer contact, multiple step tasks and use of billing software; or an equivalent combination of education and experience.