



Customer Service Representative I

FIN/5

Finance

Starting at \$40,664 (\$19.55/hourly)

JOB SUMMARY

This position provides customer service and clerical support for department operations.

MAJOR DUTIES

- Greets customers at the front counter, receives payments; provides information and assistance.
- Assists in resolving questions related to customer accounts and billing statements.
- Reviews customer account activity to identify and resolve problems.
- Initiates and processes work orders related to malfunctioning water meters.
- Answers telephone; provides information and assistance; refers to appropriate personnel.
- Opens, closes, and transfers utility accounts.
- Processes in person, mail, and bank transfer payments. (Cash, Check, Credit Cards)
- Balances receipts.
- Updates account information.
- Files and scans documents.
- Researches accounts to identify and resolve issues.
- Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of utility billing principles and practices.
- Knowledge of customer service principles and practices.

- Knowledge of town and departmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the provision of customer services.
- Skill in the maintenance of files and records.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.

SUPERVISORY CONTROLS

The Customer Service Director assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include town and department policies and procedures. These guidelines are generally clear and specific but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. The unique nature of customer needs contributes to the complexity of the position.
- The purpose of this position is to provide customer services in support of utility billing and collections operations. Successful performance contributes to the efficiency and effectiveness of utility billing operations.

CONTACTS

- Contacts are typically with co-workers, other town employees, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office environment.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

Or any equivalent combination of education and experience which provides required knowledge, skills, and abilities.