

Customer Service Representative - 1421

Primary Reason Why Classification Exists

To perform customer service, clerical, and municipal utility billing

Essential Duties

- Processes customer requests for new services, transfers, extensions, and disconnections; prepares cut off lists; contacts utility divisions about new service
- Determines amounts of deposit for new service; processes necessary paperwork
- Prepares letters, memoranda, and reports using word processing software
- Provides courtesy calls to customers on cut-off lists; encourages payment on delinquent accounts; issues cut-off notices and contacts utility divisions about cut-off notices
- Contacts customers on service issues; explains policies and procedures and resolves customer problems and complaints using established procedures; refers customers to supervisory personnel if not resolved
- Prepares service orders for the various Public Works divisions including electric, water, sewer, sanitation, and street maintenance
- Issues letters of credit; establishes bank drafts and commercial accounts
- Researches incorrect bills; writes adjustment sheets
- Updates customer files; may include Medical Alert List
- Checks efficiency of completed work orders and deposit refund eligibility
- Performs back up duties of for other positions in collections, billing, and accounts payable
- Performs related duties as required

Knowledge, Skills, and Abilities

- Knowledge of utility billing terminology, methods, procedures, and equipment
- Knowledge of standard office procedures, practices, and equipment
- Knowledge of effective oral and written communication techniques when communicating with customers, coworkers, and others
- Ability to understand and follow oral and written directions
- Ability to perform mathematical computations with speed and accuracy
- Ability to identify errors in billing and balance accounts
- Ability to establish rapport and communicate effectively with customers, co-workers and supervisors, and the general public
- Skill in the use of office computers, printers, and related equipment and software applications

Physical Requirements

This work is primarily sedentary requiring the exertion of up to 10 pounds of force occasionally to move objects and a negligible amount of force frequently or constantly to move objects. Work requires manual dexterity such as fingering, grasping, and repetitive motions including operating a computer keyboard. Vocal communication is required to express or exchange information. Hearing is required to perceive information at normal spoken word levels either in person or over the phone. Visual acuity is required to prepare and analyze written or computer data, operation of machines, determine the accuracy and thoroughness of work, and observe general surroundings and activities

Working Conditions

The work in this class is described as sedentary and is performed in a general office setting with a climate controlled environment

Education and Experience

Graduation from high school or GED equivalency and 2 - 3 years of billing and collections work; an Associate's degree in accounting or similar career field is desired

Special Requirements

- Proficient in the use word processing and spreadsheet software; a proficiency exam performed by the NC Dept of Commerce may be required
- Certified as a Notary Public may be required
- Must be able to be bonded
- May require a valid North Carolina driver's license

FLSA Status: Nonexempt (eligible for overtime or equivalent compensatory time at 1½ times the employee's regular weekly rate for all hours worked in excess of 40 hours in the City's official work week and not the employee's work schedule)

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The Physical Requirements and Working Conditions section of this classification may vary from position to position and a more thorough description of these elements can be found in the employee's Position Analysis Questionnaire (PAQ). The employer reserves the right to assign or otherwise modify the duties assigned to this classification.

January 2015