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Resolution: 020926-F

**Job Title:** Utility Customer Service Representative

**Department/Division:** Water Division

**Reports To:** Customer Service & Purchasing Agent

**Direct Reports:** None

**Salary Class/Salary Grade:** Classified/Grade 15

**Employment Status/FLSA:** Full-time Regular/Non-exempt

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### **GENERAL DESCRIPTION:**

Employee is responsible for providing excellent customer service for utility customers. Work involves working with the public to explain utility services, procedures, and fees, and to address account inquiries and questions. Work involves receiving payments for a variety of utility transactions that require knowledge of department policies. Work involves receiving and recording financial transactions to the appropriate customer account and ensuring the proper collection and recording of all funds. Work involves the use of billing software and computer software programs to document payments, to assist with the collection of past due funds, and to issue work orders for necessary customer required assistance. Work is generally performed independently with assistance from a supervisor as needed for complex or unusual transactions. Work involves gathering customer information, evaluating the information, and correctly working through an inquiry to obtain an appropriate outcome. Work is fast paced and requires the ability to multi-task and handle stressful situations. Work is detail oriented and requires accuracy and efficiency. Work is reviewed upon completion for accuracy and adherence to policies.

### **ESSENTIAL JOB DUTIES:**

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

- Demonstrates strong commitment to excellent Customer Service and utilizes company provided Customer Service training daily.
- Verifies and updates customer account information daily to maintain an accurate customer database
- Receives payments from various sources and accurately enters payment into the billing software
- Verifies that receipts match payments received and reconciles cash drawer daily
- Post daily transactions, prepare cash drawer report and bank deposit

- Answers customer questions regarding utility services available, billing cycle dates and deadlines, interruptions in service, high bill amounts, past due amounts, fees, rules, regulations and policies and assist customers with investigating high usage
- Troubleshoots account questions and communicates with customer to accurately resolve issues
- Troubleshoots online submissions and payments
- Seeks assistance from appropriate supervisors with complex, volatile or unfamiliar situations
- Provides excellent customer assistance to address customer questions over the telephone and in person
- Enters new accounts and transfers of service into billing software and enters other required information into the billing software
- Receives customer comments and complaints, appropriately notes the customer's account, provides information and appropriate assistance to resolve concerns and follows-ups to verify resolution to reported concerns
- Prepares service orders and provides appropriate details to assist field personnel with service order completion
- Provides customers with information concerning on-line payments, bank draft and ebills
- Notifies customers of returned checks
- Provides customers billing and payment history as requested
- Discusses billing, payment and usage history
- Provides other computer printouts and reports as required
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to work collaboratively to complete assigned tasks
- Knowledge of computer operation, data entry and data verification
- Knowledge of general office practices and procedures, including use of office equipment
- Ability to maintain a cash drawer and make appropriate change
- Ability to make accurate and rapid calculations, including adding, subtracting, multiplying and dividing
- Ability to multi-task and properly prioritize work assignments
- Ability to learn new information quickly and accurately
- Ability to adapt to workplace changes
- Ability to work under pressure
- Ability to establish and maintain effective working relationships with other employees and the public
- Excellent communication and customer service skills required
- Bilingual English/Spanish preferred
- Strong computer skills. Knowledge of Microsoft Office, including Word, Excel and PowerPoint

#### **MINIMUM QUALIFICATIONS:**

- High School Diploma or equivalent
- Training related to computer software including Microsoft Word, Excel, and Outlook
- A minimum of one year of cashiering, customer service, and clerical experience
- Ability to read and write English, with excellent verbal and written communication skills
- Valid driver's license
- Utility billing software experience preferred

- Data entry experience preferred
- Data entry experience preferred
- Valid Alabama drivers license

**The physical activities required for this position involve:**

Frequent sitting, using hands, talking, and hearing; occasional standing, walking, reaching with hands and arms, stooping, and kneeling.

**This position requires lifting:**

Up to 25 pounds occasionally; up to 50 pounds rarely

**This position has the following special vision requirements:**

Ability to read information both in print and electronically.

**ENVIRONMENTAL WORKING CONDITIONS:**

**The following physical conditions and hazards may be encountered while working in this position:** None

*I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.*

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Immediate Supervisor

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Date

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Department Head

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Date

*I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.*

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Employee

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Date