



Customer Service Representative I

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. -Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

This is responsible customer service-oriented clerical work, which involves greeting and receiving customers, processing payments, and aiding customers in resolving accounts-related discrepancies. Work also includes accounting for cash and negotiable instruments received from the public. Employees in this classification function in an entry-level capacity in maintaining customer utility accounts. Employees in this classification assume responsibility for more complex aspects of the work through experience in the position. Work is performed under direct supervision.

ESSENTIAL JOB FUNCTIONS (examples, not all-inclusive)

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. - It is not necessarily descriptive of any one position in the class. -The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Greets and receives walk-in customers and the public at City Hall, answers phone calls, responds to emails, and processes mail.
- Processes payments, accepts cash, checks, and other negotiable instruments, and issues receipts.
- Researches and resolves customer concerns and accounts-related discrepancies, e.g., high consumption complaints, and meter re-reads.
- Provides explanation regarding utility billing functions; responds to general information requests.
- Balances daily revenue intake from the cash drawer and prepares daily deposits for the City bank account.
- Maintains, creates, and updates customer accounts, e.g., payments, closing or opening accounts.
- Participates in other utilities accounts related activities, e.g., such as, turn-off lists, process lien inquiries, and preparing work orders.
- Provides assistance and guidance to newer staff in department processes and procedures.
- Scans and attaches all backup for customer accounts.
- Answer the phone and aids in resolving customer inquiries.
- Checks reports on a regular basis to locate high balances due to possible tampering or broken meters; create work orders to have the meters checked.
- Processes release of liens on accounts due to high balances.
- Cross trains and provides back-up for Customer Service II.
- Performs other duties as directed.

QUALIFICATIONS

Education and Experience:

High school diploma or equivalent. ~~One to two (1-2)~~ Minimum of one (1) years of experience in a related field; or an equivalent combination of education, training, and experience. Additional qualifying experience or completion of coursework at an accredited college or university in a job-related field may substitute on a year-for-year basis for one year of the required experience or education. Possess or be able to obtain a valid State of Florida driver's license by the date of hire ~~Must have a valid State of Florida driver's license.~~

Knowledge, Skills, and Abilities:

- Knowledge of principles of cashiering.
- Knowledge of business arithmetic.
- Knowledge of office procedures, methods, and equipment.
- Ability to promote and maintain effective departmental and public relations.
- Ability to effectively operate and utilize modern office technologies, such as computers, standard software applications, and associated peripheral equipment.

PHYSICAL/MENTAL DEMANDS

Tasks involve the ability to exert light physical effort in sedentary to light work, ~~but~~ which may involve ~~some~~ lifting, carrying, pushing, and pulling ~~of~~ objects and materials of light-weight (5-10 pounds). Tasks may involve extended periods ~~of time~~ at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors.

WORKING CONDITIONS

General office setting: frequent interruptions and many deadlines to meet.