

Customer Service Representative III



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

Responsible for assisting in the daily activities of the Utility Customer Service Division, including helping customers and processing payments for new services, as well as finalizing old utility accounts. Employees in this classification are responsible for serving as second in command in the Customer Service Division and support development and implementation of Utility Billing policies and procedures. Also acts as a backup for Customer Service Rep II for performing daily deposits.

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.

- Processes payments and applies to proper accounts, and balances payments to the general ledger.
- Prepares and posts department deposits for the City; prepares and sends out deposit letters.
- Creates and maintains accounts, and processes work orders for new accounts.
- Performs posting and balancing functions for accounts receivable.
- Provides assistance to departments, department staff, and customers.
- Researches and resolves customer complaints and any inaccuracies; analyzes and reconciles outstanding account balances.
- Supports efficient department operations through administrative tasks, e.g., answering telephones, greeting the public, distributing mail, and processing correspondence.
- Accesses, inputs, and retrieves information from a computer.
- Import and Export handheld as well as and Radio meter reads and routes.
- Reviews and creates route books as accounts are created.
- Processes lien searches, including information from the Building and Code Enforcement Depts.
- Reviewing and preparing billing and notices.
- Tracks and posts bad debt.
- Billing customers of all fees, including, turn off, turn on, tampering, etc.
- Posts web payments daily.
- Verify deposits and prepare daily deposit bag.
- Maintains all final work orders.
- Registers abandoned properties in the City.
- Archives paperwork monthly.
- Assist Customer Service supervisor with division functions.

- Finalizes and opens new utility accounts.
- Provides backup assistance as a US Passport Agent.
- Provides training, guidance, and instruction to customer service staff.
- Performs other duties as directed.

QUALIFICATIONS

Education and Experience:

Associate degree or equivalent. ~~Two to three (2-3)~~ Minimum of two (2) 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 basic accounting concepts and regulatory standards.
- Knowledge of administrative support procedures and practices.
- Ability to communicate in writing and orally.
- Ability to promote and maintain effective public relations.
- Skilled in basic mathematical functions, e.g., addition, subtraction, multiplication, division.
- Skilled in using modern office technologies, e.g., calculator, computer, printer, photocopier, cash register, and a computerized handheld device.

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, or 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.