

Customer Service Representative II



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 highly 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 a journey-level capacity in maintaining customer utility accounts. The Position also provides aid and guidance to newer staff in department processes and procedures. 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, and aids in solving customer inquiries.
- Review the "Value Adjustment Board" letter from Broward County Property Appraiser monthly for changes with accounts.
- Processes payments, accepts cash, checks and other negotiable instruments; issues receipts.
- Prepares liens to be sent to the county to be recorded and then released when paid in full.
- 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.
- Processes return payments.
- Verifies deposit receipt from back and research deposit discrepancies.
- Sorts all incoming mail daily.
- Enters Meter reads manually, if necessary.
- Enters payment arrangements/promise-to-pay from residents. Go through accounts with payment arrangements and adjust late fees.
- Sends notification to owners regarding tenants' water turns off.

- Creates work orders to turn on or turn off water services.
- Assembles welcome brochures for new residents.
- Verifies supplies are stocked and readily available to perform daily duties.
- Processes EMS delinquent charges.
- Performs other duties as directed.

QUALIFICATIONS

Education and Experience:

High school diploma 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. such as~~, addition, subtraction, multiplication, division.
- Skilled in using modern office technologies, ~~e.g. such as~~, calculators, computers, printers, photocopiers, cash registers, and ~~a~~-computerized handheld devices.

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.