



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Customer Support Representative II	Job Code:
Reports to: Customer Support Manager	FLSA Status: Exempt
Department: Customer Support Center	Approved

Purpose of Classification:

Under the supervision of the Manager of the Customer Support Center, performs a variety of customer service and clerical duties related to the establishment, maintenance, billing, collecting utility and sanitation payments, and providing information and assistance to customers. Provides information and assistance to internal and external customers. Requires the ability to provide accurate, timely, and courteous customer service under stressful and adverse circumstances.

Essential Functions:

- Follows and promotes the policies and procedures of Effingham County.
- Informs and advises the Customer Support Manager on all department issues affecting the County; provides support and information to other departments such as Public Works, Utility Services, Public Engagement Services, and Finance and Accounting.
- Establishes utility and sanitation accounts for wholesale, retail, development, septic, subdivision, and intergovernmental customers.
- Ensures proper receipt and verification of account information.
- Implements Identity Theft Prevention processes from the Finance and Accounting Services department.
- Maintains and updates customer files, including but not limited to name or address changes, mergers, or mailing addresses. Maintains proper notes on accounts within the billing system.
- Coordinates meter setup, connections, calibrations, disconnects, and other service requirements for accounts and customers.
- Coordinates the delivery and retrieval of polycarts for sanitation services and other account-related needs.
- Performs utility and sanitation billing.
- Handles confidential files and materials in a manner that preserves their confidentiality.
- Processes cash, check, and credit card payments, ensuring they are applied to the correct accounts.
- Provides exceptional customer service and assistance to the public.
- Responds to various customer service requests and helps customers find the appropriate department or contact person for their needs.
- Communicates with other departments and public agencies to share information.



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Customer Support Representative II	Job Code:
--	------------------

- Performs additional duties as assigned.
- Enters customer service requests into the electronic service request system via phone, email, walk-in, etc., and responds to and closes out these requests in the system.

Preferred Education, Experience, and Attributes and Qualification Requirements:

- Knowledge of proper payment collections, including cash handling in accordance with County policies and procedures, with a high level of confidentiality and problem-solving skills.
- Knowledge of account establishment and management.
- Ability to provide accurate, timely, and courteous service under stressful and adverse circumstances.
- Knowledge of County utility and sanitation services and rates.
- Knowledge of modern office procedures, methods, and equipment, including computers. Ability to use standard County software such as Word, Excel, Outlook, and others as needed.
- Extensive knowledge of due process in executing the essential functions of the position.
- High school graduation or equivalent.
- Two years of progressively responsible experience in customer service, accounts payable, or utility billing.
- A citizen of the United States or has obtained legal work status.
- Must pass a detailed background investigation.
- Must be able to pass a credit check.

Performance Aptitudes

Data Utilization:

- Requires the ability to review, classify, categorize, prioritize, and/or analyze data. This includes discretion in determining data classification and referencing such analysis to established standards to recognize actual or probable interactive effects and relationships.

Human Interaction:

- Requires the ability to apply principles of persuasion and/or influence.
- Equipment, Machinery, Tools, and Materials Utilization:
- Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude:



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Customer Support Representative II	Job Code:
--	------------------

- Requires utilizing various reference, descriptive, and/or advisory data and information.

Mathematical Aptitude:

- Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may consist of the ability to compute discount, interest, profit and loss, ratio and proportion; may consist of ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning:

- Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning:

- Requires the ability to exercise judgment, decisiveness, and creativity in situations involving evaluating information against measurable or verifiable criteria.

ADA Compliance

Physical Ability:

- Tasks require exerting moderate, though not constant, physical effort. They typically involve climbing, balancing, stooping, kneeling, crouching, and crawling. They may include lifting, carrying, pushing, and/or pulling objects and materials of moderate weight (12-20 pounds).

Sensory Requirements:

- Some tasks require the ability to perceive and discriminate visual cues or signals, and some require the ability to communicate orally.

Environmental Factors:

- Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, pollen, wetness, humidity, temperature extremes, or traffic hazards.

** To comply with regulations by the Americans with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the duties' purpose and result rather than how they are performed. The following definition applies: a job function is essential if removing that function would fundamentally change the job.