



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Customer Support Representative I	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, cashier/teller services, and clerical duties in support of billing and collecting utility and sanitation payments, as well as providing information and assistance to customers. Provides information and assistance to internal and external customers. Requires the ability to provide accurate, timely, and courteous problem-solving and 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 about all department issues affecting the County; provides support and information to other departments such as Public Works and Utility Services, Public Engagement Services, and the Finance and Accounting Services department.
- Maintains and updates customer records, including but not limited to name or address changes, mergers, or mailing instructions. Keeps accurate notes on accounts in the billing system.
- Handles confidential files and materials in such a manner as to maintain their confidential nature.
- Processes cash, check, and credit card payments, applying them to the proper account.
- Drafts correspondence for standard past-due accounts and collections, identifies delinquent accounts by reviewing files, and contacts delinquent account holders to request payment.
- Provides exceptional customer service and assistance to the public.
- Answers calls in the queue and assists all customers promptly.
- Collects and processes mail payments daily.
- Processes online and telephone payments daily.
- Process reports for the Finance and Accounting Services department, including end-of-day and daily cash receipt reports.
- Balances the cash drawer daily and reports any errors or outages.
- Responds to various customer service requests and assists customers in finding the appropriate department or person to provide services.
- Communicates with other departments and public agencies for the dissemination of information.



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- Performs a variety of general clerical duties, including typing, scanning, maintaining files and records, and data entry.
- Assist Customer Service Representative II with account establishment and maintenance.
- Assist with utility billing.
- Performs other duties as assigned.
- Enter customer service requests into the electronic service request system via phone, email, walk-in, etc.
- Respond and close out assigned customer service requests in the electronic service request system.

Preferred Education, Experience, and Attributes and Qualification Requirements:

- Knowledge of proper payment collections, including cash handling in accordance with County policy and procedures, with a high level of confidentiality and problem-solving skills.
- 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.
- High School graduation or equivalent.
- Must be a citizen of the United States or have obtained legal work status.
- Must pass a detailed background investigation and 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:



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- 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.