City of Lake City, FL
Classification Description

Classification Title: CUSTOMER SERVICE REPRESENTATIVE III

Pay Grade: ~~6~~ **3**

Department: Customer Service **FLSA Status: Nonexempt**

General Description

Under the general direction of the Customer Service Director, this position performs a variety of specialized customer service tasks and record maintenance for the City relating to the Customer Service Department. This position must be detail oriented and able to handle stress, while maintaining a pleasant and professional attitude.

Nature of Work

Essential Functions:

- Processes payments.

- Initiates, transfers and terminates utility accounts.

- Generates service orders, closes out service orders.

- Inputs payment extensions.

- Makes adjustments on utility accounts.

- Provides follow up information to the customers; at times, with written correspondence.

- Handles all customers with extreme tact and courtesy. Remains professional at all times.

- Performs Billing Activities which includes, but is not limited to:

  - Cycle Billing
  - Off Cycle, Final and Cancel Rebill Billing
  - Meter Reading Count Sheet
  - Meter Exchanges, Register Exchanges
  - Initial and Final Read Service Orders
  - Reread Work Order Processing
  - Upload and Download of Handhelds

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform all duties as assigned.)

KNOWLEDGE, SKILLS, AND ABILITIES

<u>Equipment:</u> Uses small office equipment, including copy machines or multi-line telephone systems. Uses computers for word processing and/or accounting purposes.

<u>Critical Skills/ Expertise:</u> All employees must possess knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks. The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriate groomed and attired so as to present a professional image in accordance with the organization's mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated rules; conform with standards and rules regarding use of accrued time; demonstrate a polite, helpful, courteous, and professional image when engaged in any activity with the public; operate and care for equipment to manufacturer's specifications and/or within the specified parameters and in accordance with policies; demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues. Critical skills/expertise identified for this job include:

- Knowledge of Microsoft Office;
- Knowledge of cash handling, including balancing;
- Must be able to efficiently perform duties in fast paced environment; and
- Ability to establish and maintain satisfactory relationships with the general public.

<u>Minimum Qualifications:</u> High school graduation or possession of an acceptable equivalency diploma, and two (2) years' experience in Customer Service and cash handling. Requires a minimum of one/year experience as a Customer Service Representative II in each Tap and Impact and Collections.

ESSENTIAL PHYSICAL SKILLS

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without a hearing aid)
- Ability to communicate both orally and in writing
- Walking, standing, bending

SELECTION GUIDELINES: Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

_____
Print Name

_____   _____
Signature   Date