

CITY OF TAYLORSVILLE

POSITION DESCRIPTION

Class Title: Full-time Customer Service Representative

Department: Water and Sewer Departments

Supervisor: City Clerk

Supervises: None

Characteristics of the Class:

Under general administrative direction of the City Clerk and multiple Department Heads. Performs duties necessary for the proper administration operation of the city.

Examples of Duties or Responsibilities of the Classification:

Duties include typing correspondence, collection of water payments, opening and distributing mail, answering the telephone, signing up new customers as well as signing up new meter set customers utilizing water and sewer maps, working with all the billing and delinquent notice process, performing turn on and cut offs, creating and completing service orders, ordering supplies, collection of Insurance Tax Premium, Occupational License Fee, Business Licensing, Property Taxes as well as corresponding processing for giving out business licenses and printing tax bill, also following up on delinquent Occupational License Fees, Business Licensing and Property Taxes, processing monetary transactions, making adjustments on customers' accounts, changing addresses on customer accounts when necessary, keeping Escrow Account balanced at end of the month, knowledge of how return checks and return bank drafts are handled is helpful, and performing other related duties as required.

Typical Working Conditions and Unique Physical Requirements:

Majority of time spent indoors at the office with very little physical exertion other than occasional light lifting. Considerable time spent sitting at computer terminal.

MINIMUM QUALIFICATION: Graduate of an accredited high school, supplemented by two years of relative experience in customer service, utilities or finance. Additional education may be substituted for experience requirement. Knowledge of Microsoft Word and Microsoft Excel is preferred.

Training and Experience: Experience in customer service, utilities, bookkeeping or finance preferable.

Special Licensing Requirements: Must have a valid driver's license. Must be bondable and must be able to pass a criminal background check and drug test.

Special Knowledge, Skills and Abilities: Considerable knowledge of modern office practices, procedures and equipment. Knowledge of MAS 90 and Utility Manager Computer programs preferred. Have the ability to establish and maintain effective working relationship with superiors and peers and use of good communication skills with the public. Ability to understand and perform written and oral instruction. Also need to be able to deal with difficult people, resolve conflicts, work well with the public, maintain confidential information, and have good listening skills. Have the ability to work cooperatively on a team as a team member.

Overtime Status: Non-exempt.