

CITY OF THE COLONY Status: Non-Exempt Supervised By: Director of Customer Services	Customer Service Representative	Customer Services Department Revised:05/2014
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JOB SUMMARY

This position is cross trained in permits and utility billing functions. All of the following areas of responsibility shall be approached from a positive Customer Service direction by all customer service representatives. Any situation that involves contact with the citizens of The Colony (our customers) shall be considered as an opportunity to promote the City and the Customer Services Department in the most professional and positive image possible. The same criteria shall apply for our internal customers (other City departments and co-workers) as well. In the absence of the Director of Customer Services, the CSR will report to the Lead Customer Service Representative.

- ESSENTIAL DUTIES AND RESPONSIBILITIES**
1. Prepare and handle customer payments by mail, night drop, and drive through and in person.
 2. Balance the cash drawer and prepare related reports.
 3. Research customer inquiries and complaints in person, over the telephone, in writing and document the accounts.
 4. Prepare move in, move out and transfer service orders.
 5. Prepare customer extensions and document the customer's account.
 6. Prepare the Daily Meter Service Log and the Daily Activity Log for the meter readers.
 7. Prepare and approve account adjustments up to \$50, refer account adjustments over \$50 to the Customer Service Supervisor.
 8. The ability to lift up to 25 pounds of paper products and data binders.
 9. Answer multiple telephone lines with the ability to communicate effectively and courteously with the public and City employees in person, in writing and by telephone.
 10. Perform routine job activity requiring normal physical exertion involving sitting, standing, walking and bending.
 11. File and retrieve customer correspondence and records.
 12. Prepare Idle Meter Report, Temporary Account Report and Credit Management Report, and document accounts.
 13. Report payments and changes to bad debt accounts, and process collection letters, and document accounts.
 14. Process returned mail and Letter of Credit requests, prepare Insufficient Fund Letters and document the accounts.
 15. Maintain the Record Management Program.
 16. Cross Train with the Billing Coordinator on service orders, billing and balancing.
 17. Cross train with Customer Service Supervisor on preparing cut-offs, the impact fee report, and preparing bank deposits.
 18. Create swap meter and other miscellaneous service orders, complete service orders, and research open service orders and document the accounts.
 19. Co-ordinate with builders on other work orders as needed and documents the accounts.
 20. May be required to perform other department duties as assigned.
 21. Responsible for locking and unlocking the main entrance to City Hall on a daily basis
 22. Accurately take telephone messages for all city employees and/or city council members when necessary
 23. Maintain up to date public information in the lobby of city hall for use by citizens and visitors
 24. Serve as a point of contact for the residents wishing to complain through the Customer Service system
 25. Distribute forms for a variety of departments, i.e. Employment applications, public information requests.
 26. Must be able to communicate effectively face-to-face, over the radio, and in writing with supervisor, co-workers, and the public.
 27. Provides clerical assistance for Community Image, Building Inspections, Planning and Health Departments.
 28. Sits and performs data entry for long periods of time.
 29. Process, enter and ensure proper calculations of fees and payments for issuing residential, commercial and multi-family permits with accuracy.
 30. Process permits and applications with TrakIt software.
 31. Receives sorts and distributes incoming mail and prepares and sends outgoing mail.
 32. Files reports in correct folders in alpha/numeric filing system, in cabinets up to five feet in height.
 33. Maintain printed material for the accessibility of the customers, public, contractors, builders, landowners, consultants and staff.
 34. Keep supervisor informed of relevant information pertaining to the department.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Deal with the public in situations involving conflict and high degrees of stress which require considerable tact and judgement. Provide composed and helpful attitude and professionalism under all circumstances in a high customer volume setting which may cause stress and other adverse conditions.
2. Understand and follow oral instruction, departmental policy, rules, procedures, and ordinances pertaining to the Customer Services Department.
3. To analyze situations and adopt a quick, effective and reasonable course of action.
4. Learn the use of all department equipment.
5. Skilled in data entry and accounts receivable.
6. Ability to communicate effectively both verbally and through written communications.
7. Preference will be given to individuals that are bi-lingual, have municipal experience or have experience with TrakIt software.

EDUCATION, EXPERIENCE AND CERTIFICATION

1. Knowledge of Word and Excel.
2. High School Diploma or GED.
3. Five years experience in general office procedures.
4. Three years experience in customer service field.
5. Bi-lingual a plus.
6. ICC Permit Technician Certification a plus.

CERTIFICATION

Employee Signature:

Date Signed:

Immediate Supervisor
and/or Department Head:

Date Signed: