

CITY OF THE COLONY Status: Active Supervised By: Utility Accounts Manager	Customer Service Representative	DEPARTMENT Utility Administration Revised:12/2011
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JOB SUMMARY
<p>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 Utility Administration 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 Utility Account Manager, the CSR will report to the Lead Customer Service Representative.</p>

ESSENTIAL DUTIES AND RESPONSIBILITIES
<ol style="list-style-type: none"> 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.

KNOWLEDGE, SKILLS, AND ABILITIES
<ol style="list-style-type: none"> 1. Deal with the public in situations involving conflict and high degrees of stress which require considerable tact and judgement. 2. Understand and follow oral instruction, departmental policy, rules, procedures, and ordinances pertaining to the Utility Administration 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.

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.

CERTIFICATION

Employee Signature:

Date Signed:

Immediate Supervisor
and/or Department Head:

Date Signed: