



UTILITIES CUSTOMER SERVICE REPRESENTATIVE I

FLSA: Non-Exempt
JOB STATUS: Full Time
DEPARTMENT: Utilities
SALARY: \$29,910.00 – 46,360.00
REPORTS TO: Utilities Administrative Supervisor

SUMMARY/OBJECTIVE:

The **Utilities Customer Service Representative I** is responsible for providing effective customer service for utility customers. This position is to assist customers in making payments, maintaining utility accounts, process utility related documentation, and to perform special projects as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Receives customer payments of utility bills or other fees/services, in person, by mail, or from on-site drop box; verifies customer name and amount on payment stub with payment; verifies whether payments received are on turn-off list; records transactions and issues receipts; posts payments to proper account; balances revenues with payment stubs and balances batch; prepares bank deposits and forwards revenues as appropriate; prepares payment reconciliation report for all monies coming into Town Hall, counts/balances daily cash drawers.
- Performs customer service functions; assisting customers at front counter; provides assistance and information related to utility services, utility accounts, utility bills, procedures, forms, problems or other issues; responds to routine questions, complaints, or requests for service.
- Maintains customer utility accounts; processes various account activities, including new account setup, verification of account information, changes/corrections in name/address, process meter reading re-checks, changes in service.
- Processes various documents and reports associated with departmental operations, per procedures and within designated timeframes.
- Receives, opens, processes, and/or distributes incoming mail; composes letters or completes form letters to customers; prepares outgoing mail.

ADDITIONAL JOB FUNCTIONS:

- Performs general/clerical tasks which include answering telephone calls, typing documents, filing and scanning documents and processing incoming/outgoing mail.
- Provides assistance to other employees or departments as needed.
- Accept other municipal payments, as needed.
- Process Park/Pavilion Rentals Applications.
- Maintain updates to the Utilities specific web page.
- Crossed trained, providing backup in other office tasks.

- Performs other related duties as required.

KNOWLEDGE SKILLS & ABILITIES:

Knowledge of collection methods and procedures. Skill in effectively assisting customers. Ability to provide courteous customer service. Requires demonstrated ability to effectively utilize personal computer and office software such as Microsoft Word, Excel, and Outlook. Ability to enter and retrieve data accurately into the Town databases. Ability to establish and maintain effective working relationships with employees and the general public. Ability to communicate effectively in oral and written form. Ability to manage and prioritize routine. Ability to adapt to an evolving and continually improving environment. Punctuality and regular attendance are essential functions of this position.

MINIMUM QUALIFICATIONS TO PERFORM ESSENTIAL FUNCTIONS:

- Requires the ability, review, compare and/or analyze data (printed and numerical).
- Requires efficient knowledge of Microsoft Excel, Word and Outlook.
- Ability to create a variety of correspondence with accuracy
- Requires the ability to add subtract, multiply and divide.
- Requires the ability to count money and balance a register
- Requires efficient knowledge of Microsoft Excel, Word and Outlook.

EDUCATION & EXPERIENCE:

- High School diploma/GED or possession of an acceptable equivalency diploma.
- Two (2) years of professional, verifiable general office experience.

TOOLS AND EQUIPMENT USED:

Computer (Screen, Keyboard, Mouse), printing calculator, copy machine, high speed scanner, printer, telephone

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

Work is generally performed inside an office environment with a quiet noise level. Tasks are commonly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel, or operate objects, tools, or controls, and reach with hands and arms. The employee is occasionally required to walk and stand. The employee must occasionally lift and/or move up to 25 lbs. Specific vision abilities required by this job include close vision and the ability to

adjust focus. Ability to sit at a desk and view a display screen for extended periods of time. Ability to enter data at a prescribed rate of speed. Ability to access, input and retrieve information from a computer.

The Town of Lake Clarke Shores, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee's signature below constitutes employees understanding of the requirements and essential functions and duties of the position.

Employee: _____

Date: _____

Job Description History

Created: 12/20/2018

Revised: