

**CITY OF NORTH AUGUSTA, SOUTH CAROLINA
JOB DESCRIPTION, SEPTEMBER 2017**

**JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE II
FINANCE DEPARTMENT**

GENERAL STATEMENT OF JOB

Under occasional supervision, performs routine customer service and routine clerical work in support of office operations. Establishes new properties for billing utilizing subdivision plats and meter-set records, etc. Assists customers to set-up service, disconnect service or transfer service. Issues work orders to Public Services personnel as required. Documents and notarizes annexation agreements whenever applicable. Accepts applications from contractors needing hydrant meters. Sorts daily mail for all City departments. Opens and computes utility and tax mail payments; gives to cashier to enter as batches. Processes checks as remote deposit to bank. Creates bi-monthly disconnect list for delinquent accounts. Coordinates work with Public Services personnel. Performs professional customer service in office and by phone. Performs related work as required by supervisor. Offers backup support in absence of Utility Billing Coordinator and Tax Clerk. Reports to the Utility Billing Coordinator/Customer Service Supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Assists customers in office to establish new service, transfer service or discontinue service.

Assists customers in office and by phone with customer service / billing related issues.

Opens and computes utility and tax mail payments daily. Gives to cashier to enter to cash collections program as batch.

Processes all checks as remote deposit to bank.

Adds new records to utility database utilizing subdivision plats and meter set records, etc.

Issues work orders and/or reports for various Public Services related issues such as turn on / turn off water service, leak checks, replace roll carts, etc. Interact with Public Services personnel by phone and/or paging system.

Creates bi-monthly disconnect report for delinquent accounts. Sends to Public Services personnel to process.

Maintains notary public designation to process annexation agreements.

Accepts applications from contractors for hydrant meters. Verifies with Building Standards that contractor has proper license. Submits application to Public Services Director for approval. Coordinates work with Public Services personnel.

Receives and receipts monies from other City departments.

Prepares, types, processes, copies, files, submits and/or transmits various reports, records, memos, correspondence and other documents as required.

Operates a variety of equipment, including a computer, printer, typewriter, fax machine, copier, telephone, calculator, etc.

Uses clerical and computer supplies.

ADDITIONAL JOB FUNCTIONS

Sorts daily mail for all City departments.

Performs various duties in support of/in absence of Utility Billing Coordinator and/or Tax Clerk.

Performs miscellaneous customer service and clerical duties as required by supervisor to include, but not limited to scanning, filing, posting payments, etc.

Performs related duties as required.

ESSENTIAL SAFETY FUNCTIONS

It is the responsibility of each employee to comply with established policies, procedures and safe work practices. Each employee must follow safety training and instructions provided by their supervisor. Each employee must also properly wear and maintain all personal protective equipment required for their job. Finally, each employee must immediately report any unsafe work practices or unsafe conditions as well as any on-the-job injury or illnesses.

MINIMUM TRAINING AND EXPERIENCE

Requires a High School diploma with three to six months experience supplemented by responsible bookkeeping, clerical and/or customer service work experience, or an equivalent combination of education, training and experience that provides the required knowledge, skills and abilities.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks require the ability to exert light physical effort in light work, but which may involve the lifting, carrying, pushing and/or pulling of objects or materials of light weight (up to 10 pounds). Tasks may require extended periods of time at a keyboard or work station.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisors.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, computer manuals, financial documents, etc. Requires the ability to enter data into computer and prepare bills, receipts, records, reports, correspondence, etc., with proper format, punctuation, spelling and grammar, using all parts of speech. Must be able to speak with poise, voice control and confidence and to articulate information to others.

Intelligence: Requires the ability to apply principles of rational systems to solve practical problems and deal

with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, diagrammatic or schedule form.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently with co-workers and the general public.

Numerical Aptitude: Requires the ability to add and subtract totals, to multiply and divide, to determine percentages and decimals, to determine time. Must be able to use practical applications of fractions, percentages, ratio and proportion.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

Manual Dexterity: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under minimal levels of stress when confronted with an emergency or tight deadline.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Is knowledgeable in the methods, policies and procedures of the Department and City pertaining to specific duties of the Customer Service Representative. Is knowledgeable in the laws, ordinances, standards and regulations pertaining to the specific duties and responsibilities of the position. Has knowledge of the organization of the City and of related departments and agencies. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has knowledge in the areas of billing and collections, customer service, records management and other specific functions of the position. Has excellent administrative, customer service, bookkeeping and clerical skills. Has knowledge of modern office practices and equipment. Has knowledge of and skill in the creation and maintenance of complete and accurate financial records. Has knowledge of proper English usage, vocabulary, punctuation and spelling; has knowledge of basic mathematics. Is able to use computers for word processing, data processing and records management. Is able to type accurately at a rate sufficient for the successful performance of assigned duties. Knows how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is skilled in applying a responsible attention to detail as necessary in preparing records, reports and correspondence. Is able to read and interpret various materials pertaining to the responsibilities of the job. Is able to maintain confidentiality as required. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine tasks. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Is able to meet the public in a professional manner and provide information and

assistance, representing City government in a positive light at all times. Is capable of working under stressful conditions as required. Is able to effectively handle multiple assignments simultaneously. Knows how to react calmly and quickly in emergency situations.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.