



City of Winder

Job Description: Customer Service Representative

Department: Utility Billing

Rev 8/12

EEO Function:

Pay Grade: 16

EEO Category:

Status: Non-Exempt

Pay Type: Hourly

Position Number: 1856

I. Chain of Command/ Reports To

Customer Service Manager

II. Job Summary

Under general supervision, performs a variety customer service and clerical duties involved in the billing and payment processing for utility billing, business licenses, and performs other duties related to collecting, processing, and recording City revenue. This position requires knowledge of proper billing processes with a high level of confidentiality and problem solving skills, and the ability to provide accurate, timely, and courteous service under stressful and adverse circumstances. This position also requires extensive knowledge of due process dealing with the job duties listed below.

III. Essential Duties and Functions

- Handles confidential files and materials.
- Process cash receivables; accept payments over the counter and process through the cash register; open and process mail using the posting module; upload information into computer system; run daily cash receipts report to verify daily deposits amount; balance with daily deposit reconciliation receipts.
- Provides customer service and assistance to the public with billing questions.
- Processes customer's requests for utility services.
- Prepares and updates customer service records and reports.
- Greets customers and directs them as appropriate, responds to inquiries from the public and provides accurate information.
- Perform a variety of general clerical duties including typing, maintaining files and records and performing data entry and retrieval of financial information using a computer.
- Ensures that proper forms are received and customer's identification is verified.
- Performs credit checks for utility applications.
- Enters new service and disconnects.
- Set up new customer accounts and creates service locations.
- Coordinates cut off work orders for delinquent accounts.
- Submits unpaid utility accounts to collections.
- Assists customers with payment arrangements within established policies.
- Retrieves and processes mail for payments.

- Assists the Finance Department with resolving billing issues.
- Scans all documentations to accounts.
- Notes accounts in the billing system.
- Responds to a variety of customer service requests.
- Maintains active communication with management and departmental staff to define and perform required tasks.
- Communicates with other departments and public agencies for the dissemination of information.
- Performs related duties as assigned.

IV. Knowledge, Skills, and Ability:

- Knowledge and Ability to perform excellent customer service
- Knowledge of payment collections
- Advance knowledge of Microsoft Word and Excel
- Ability to evaluate and analyze customer needs to provide exceptional customer service
- Knowledge of Customer service techniques, practices and principles.
- Knowledge of Principles and practices of basic accounting.
- Knowledge of Methods and techniques of cash handling.
- Knowledge of Modern office procedures, methods and equipment including computers.
- Knowledge of Principles and procedures of record keeping
- Ability to maintain confidentiality
- Ability to perform mathematical calculations quickly and accurately
- Ability to correctly interpret and apply City policies
- Ability to maintain and organize customer's files
- Ability to operate a variety of office equipment (i.e. phones, fax, printers, computer, etc.)
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to proof documents for accuracy and completeness
- Ability to coordinate and conduct complex, multi-phase projects and programs
- Ability to pass drug testing as noted in policy
- Skill in understanding and following oral and/or written instructions
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required

None

VI. Qualifications

- High school graduation or equivalent.
- Five (5) years of progressively responsible experience in customer service, accounts payable or utility billing.
- Ability to pass a criminal background.
- Work evenings, weekends and/or holidays as required.

VII. Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and communicate effectively in writing and verbally. The employee frequently is required to stand, walk, sit for extended periods, and use the computer keyboard and mouse. The employee is occasionally required to stoop, kneel, and crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Occasionally lift and/or move up to 25 pounds.

Hearing: Hear in a normal audio range with or without correction.

VIII. Working Conditions:

This position works in an office environment. While performing essential duties of the job, employees work in an environment under constant deadlines, frequent interruptions and a high degree of contact with the employees and public. This position may be exposed to dust, cleaning fumes, and works around office equipment. The noise level in the work environment may be moderate to loud.

Some travel may be required to maintain training requirements.

IX. Supervisory Controls/Responsibility:

None

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.