

Job Title:	Customer Service Representative	Wage Class:	Non-Exempt
Department:	Finance	Travel Required:	N/A
Position Control #:		Position Type:	Full-Time

Position Overview:

Develops customer relations and assistance programs and responds to questions and complaints regarding utility billing and City services. Maintains updated customer account information, researches and escalates discrepancies as needed, and delivers professional and responsive customer service. Reports to the Director of Finance.

Position Details:

ESSENTIAL JOB FUNCTIONS AND EXPECTATIONS:

- Collects, processes, and balances all revenues received to include utility payments, business license fees, hospitality fees, permit fees, etc.
- Operates the City Hall's main phone line and dispatches all incoming calls to the appropriate department.
- Updates customer accounts and is responsible for receiving, processing, and recording all utility and municipal payments in a timely manner.
- Establishes new utility accounts for customers and explains City rates and fees for services.
- Creates various forms for processing account information more efficiently.
- Assists with the development and maintenance of utility policies and procedures. Performs and conducts research and surveys of other public utilities regarding their policies and procedures.
- Records pertinent information on service orders and dispatches to appropriate departments.
- Follows up with customers to confirm and ensure timely resolution of service requests.
- Receives applications for budget billing and investigates errors and other custom records; notifies the Revenue Manager and/or the Director of Finance with any discrepancies.
- Assists customers in locating social agencies that provide financial assistance with utility bills.
- Responds to requests for information and services as well as customer complaints and notifies appropriate supervisors if necessary.
- Effectively communicates with various groups and individuals such as the department staff, the general public, other City department heads and staff, customers, etc.
- Attends meetings, trainings, conferences, and seminars to enhance job knowledge and skills.
- Performs other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS:

- Associate degree in Business Administration, Accounting, or another related field with a minimum of one (1) year of experience in customer service or administration, or an equivalent combination of job-related education, training, and experience.
- Microsoft Office proficiency (Word, Excel, PowerPoint) with the ability to learn other software such as NewWorldSystems.net.
- Excellent verbal, written, interpersonal communication, and basic mathematical skills.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT:

Must be able to lift, reach, bend, exert force, or move objects weighing up to 20 pounds. May require sitting, standing, or walking for an extended period of time. Able to adapt in a high-pressure environment. Operates standing office equipment, such as computer, printer, copier, etc.

Last Updated By:	Willis HR	Month/Year:	March 2021
Reviewed By:		Date:	June 2021
Approved By:		Date:	June 2021

JOB DESCRIPTION ACKNOWLEDGEMENT:

This job description is not intended to be construed as an exhaustive list of responsibilities, duties, and skills required. City management has exclusive rights to alter this job description at any time without notice. The job description does not imply nor create a guarantee of employment and/or an employment contract of any kind. I understand that my employment with the City of Georgetown is at-will. The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements, and, at this time, I know of no limitations which would prevent me from performing the listed functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor at any time that I am unable to perform these job functions.

I have read and understand the position expectations and job functions. I verify that I have received a copy of my job description by the signature below. As an employee of the City of Georgetown, I understand the duties and responsibilities assigned to me. Furthermore, I understand that the duties listed above are guidelines and will change over time, as necessary. I understand that I may be asked to perform duties and handle responsibilities that are not specifically addressed in my job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____