

CUSTOMER SERVICE REPRESENTATIVE – P/T (Part-time)

Immediate Supervisor: Director of Utility Finance and Payroll Manager
Department/Division: RMU Customer Service
Band: A
Grade: 1
Subgrade: 3
FLSA Status: Non-Exempt, Hourly, Non-Union

Revised Date: July 2020

CM Approval/Date: _____

JOB SUMMARY: Provides information services to customers and processes customer payments, deposits, and collection notices. Prepares and dispatches service orders to the operating departments. Customer service is provided both in person, via e-mail, and over the phone.

GENERAL DUTIES AND RESPONSIBILITIES:

1. Verify correct billing amount with customer account; adjust accounts as necessary; prepare and balance entries on computer system including cash payments; verify, record and balance prepared vouchers and adjustments including accounts receivable deposits and the initiation or termination of utilities service.
2. Balance the assigned cash drawer daily and prepare daily cash bank deposit.
3. Screen and direct calls and visitors as appropriate; answer questions and provide information to the public via telephone, fax, e-mail or in person; refer customer issues and questions to appropriate department or division staff member for resolution; research accounts for customers as necessary.
4. Maintain a variety of files and filing systems including receipts; prepare, maintain, and update various records; research and verify information as requested.
5. Prepare and review a variety of correspondence, reports, corrected billings, and documents as assigned; complete various forms; prepare and distribute reports for review and use; prepare and maintain a variety of forms used by an assigned department or division.
6. Assists with preparing monthly utility bills and other related bills and notices including final bills, past due notices, shut-off warning notices and shutoffs. Processes new or cancelled accounts, meter changes or other similar utility billing activities as required.
7. Performs other duties as assigned.

EDUCATIONAL REQUIREMENTS - EXPERIENCE AND TRAINING

EDUCATION:

1. High school diploma/GED required, supplemented by vocational and technical courses. Preferred AA/AS (or higher level) degree in business or related field
2. Bilingual skills are desired, but not required.

EXPERIENCE:

Two (2) years of experience in related fields or any equivalent combination of education, training, and experience which provides the requisite knowledge and skills and abilities for

this position. Previous experience with billings, collections, accounts receivable and general accounting preferred.

PHYSICAL AND OTHER REQUIREMENTS:

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting up to 20lbs, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally, the job requires 40% sitting, 20% walking, and 40% standing. The job is performed mainly in an office setting, under minimal temperature variations and in a generally hazard free environment.

LICENSING REQUIREMENTS: None

KEY COMPENTANCIES:

COMMUNICATION

1. Provides suggestions, advice and support to Director of Utility Finance and Payroll Manager, city employees and residents.
2. Communicates the City's mission, vision and values through words and actions.
3. Communicates effectively, both orally and in writing with citizens/customers, department heads and city employees.
4. Works cooperatively with all employees toward the common goal of providing high quality services.
5. Provides advice and support and suggestions to the Director of Utility Finance and Payroll Manager, and other employees.
6. Exhibits excellent interpersonal and human relationship skills.

LEADERSHIP

1. Exhibits behavior consistent with the mission, vision and values of the City of Rochelle.
2. Furthers the vision and values of the city through excellent customer service, creative problem solving, decision making and stewardship of city resources.
3. Engages in and supports the long-term direction of the department through progressive strategic planning and departmental goal setting that is responsive to the needs of the community.
4. Assists the Director of Utility Finance and Payroll Manager in the preparation of the annual department budget including the preparation of annual department goals. Initiates and suggests actions to improve operations, employee performance, morale and work methods.
5. Provides teaching, mentoring and motivation to other employees within the organization through the sharing of knowledge, skills and information; is proactive in performing and improving his/her own work and suggests and participates in projects and activities to improve the function of the entire organization.

MANAGEMENT

1. Participates in development and mentoring of co-workers to achieve a cohesive work unit consistent with the city's vision and values.
2. Is accountable for the delivery of quality services and work product as a part of the overall department and city-wide strategic direction, goals and objectives.
3. Effectively manages multiple assignments and priorities to ensure the fulfillment of projects, tasks and responsibilities.
4. Assists in the preparation of and adherence to, operational budgets and exhibits good stewardship of the organization's resources.

This job description is intended to represent the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

I acknowledge receipt of the job description for the position: P/T Customer Service Representative (Part-time).

Signed: _____ Date _____

Printed Name: _____