



**JOB ANNOUNCEMENT
CITY OF TROY, AL
INTERNAL/EXTERNAL**

CLASSIFICATION TITLE: CUSTOMER SERVICE REPRESENTATIVE

FLSA DESIGNATION: NON-EXEMPT, CLASSIFIED

OPENING DATE: January 8, 2016

CLOSING DATE: Will Remain Open Until Position Filled

PAY RATE: SKILL LEVEL 7

SUMMARY DESCRIPTION:

Under general supervision, this position performs responsible work involving utility billing, collection of customer accounts, and customer service including customer reception, phone services, 311 call center, cash handling, processing payments, opening, closing and transferring of accounts, processing service orders, preparing various reports, and other clerical tasks or duties as required.

REPRESENTATIVE DUTIES: Under the Direction of General Manager:

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Provide customer service and assistance to the public; respond and assist with customer inquiries at the counter, drive thru, reception desk, telephone, and email, making customer service a top priority.
2. Generate service orders related to connection, disconnection, and/or transfer of utility service. Dispatch service workers to the field for spot inspections, meter set, change out request or repairs; give direction and information to service workers in the field.
3. Use AMI software and interface to obtain meter readings, look up and assist customers with data in customer portal, and remotely connect or disconnect accounts.
4. Set up new customer accounts; create service locations, meter equipment, and customer classifications; enter data in computerized billing system to change status of customer's account; verify identification and check for outstanding balances due, change mailing address, and initiate bank drafts for payment.
5. Assist customers with inquiries and complaints regarding meter readings, consumption, rates, billing amounts and procedures in a courteous business-like and professional manner; generate service orders for problems with consumption/equipment; follow-up with customer on results; update and document pertinent information.
6. Process cash and credit/debit receivables; accept payments over the counter and over the telephone; receive, process and post customer payments from mail and night drop via computer software.

7. Perform reconciliation duties; tabulate and balance cash, checks & credit card with computer accounting software; enter and process customer adjustments in the billing system.
8. Answering telephone and delivering accurate messages and routing to the appropriate department or person.
9. Utility billing system operations including updating, maintaining, and modifying customer master file data.
10. Perform routine clerical duties such as filing, typing, preparing reports, mailing; operate a variety of office equipment including a typewriter, telephone system, copier, facsimile machine, adding machine, and computer.
11. Be cross-trained in various locations including reception, the counter, drive-through, 311 call center, or other locations. Primary work area will be assigned as one of these locations.
12. Perform other related duties as assigned.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

- 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 computer applications such as word processing, spreadsheets, and databases.
- Knowledge of principles and procedures of report preparation, financial record keeping and reporting.
- Knowledge of English usage, spelling, grammar and punctuation.
- Knowledge of basic mathematical principles.
- Ability to provide a full range of customer service related to billing.
- Ability to handle a diverse set of customer comments, inquiries and complaints in a polite and professional manner.
- Ability to deal with a variety of interpersonal styles and personalities in an appropriate and diplomatic manner.
- Ability to perform a variety of basic accounting duties.
- Ability to accurately count, record and balance assigned transactions.
- Ability to keep organized, current and accurate records, and work with detailed information for sustained periods of time.
- Ability to accurately perform mathematical calculations involving addition, subtraction, multiplication, division, fractions, decimals and percentages.
- Ability to adapt to changing technologies and learn functionality of new equipment and systems.
- Ability to operate office equipment including cash drawer, 10-key calculator, computers and supporting word processing and spreadsheet applications.
- Ability to perform typing, filing and other clerical duties at a speed necessary for successful job performance.

- Ability to understand and follow oral and written instructions.
- Ability to communicate clearly and concisely, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

1. High school diploma or GED. Experience in customer service related topics is preferred.
2. Must have a valid Alabama Driver's License, a good driving record and proof of insurance.
3. Subsequent to job offer, must submit to and pass a pre-employment physical, and drug and alcohol screening.
4. Subsequent to job offer, position subject to satisfactory background check.

MINIMUM REQUIREMENTS TO PERFORM ESSENTIAL FUNCTIONS:

The following requirements are normal for this classification. Specific requirements may not apply to all positions within this classification, but are determined by the normal requirements for the particular position.

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| Essential Physical Abilities |
| Work is primarily performed in an office setting. Must possess the mobility to spend a minimum of 75% of the working day standing and/or moving about in the work place. Sits, stands, bends, lifts, and moves intermittently during working hours. |
| Supervisory Control |
| The General Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results. |
| Guidelines |
| Guidelines include City of Troy Personnel Policies and procedures, benefits policies and procedures, the Risk Management Manual, and the City of Troy Core Values. These guidelines are generally clear and specific, but may require some interpretation in application. |
| Complexity |
| The work consists of customer service related duties. The ability to adhere to federal, state, and local requirements contributes to the complexity of this position. |
| Scope & Effect |
| The purpose of this position is to provide customer service to the general public, and to act under the supervision of the Customer Service Supervisor. Success in this position results in greater effectiveness of the City of processes and services. |
| Personal Contacts |
| Contacts are typically with customers, employees, co-workers, support agencies, and members of the general public. |
| Purpose of Contacts |
| Contacts are typically to give or exchange information, resolve problems, and provide services. |

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| Work Environment |
| The work is typically performed in an office setting. |
| Supervision Exercised |
| None. |

NOTE:

Statements included in this description are intended to be representative of the duties and responsibilities of this job and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included. This job may also require meetings outside of normal business hours or work on weekends and evenings. Required traveling by auto for training or job assessments.

Successful applicant is required to pass physical examination and drug test, and have a valid Alabama Drivers' License. Position subject to satisfactory background check.

IF YOU BELIEVE THAT YOU ARE QUALIFIED FOR THIS POSITION AND WOULD LIKE TO COMPLETE AN APPLICATION, BLANK APPLICATIONS ARE AVAILABLE FROM:

City of Troy Department of Human Resources
301 Charles W. Meeks Avenue
Troy, AL 36081

RESUMES WILL NOT SUBSTITUTE FOR AN APPLICATION. APPLICATIONS WILL REMAIN ON FILE 6 MONTHS FROM CLOSING DATE.

The City of Troy is an Equal Opportunity Employer