



JOB DESCRIPTION

Customer Service Representative

Date Prepared: August, 2014

SUMMARY: Under basic supervision, performs assigned functions related to the day to day operations of customer service and utility billing, including such departmental tasks as: the collection and recording of customer payments, account initiation and processing, initiation and tracking of customer service work orders, bill processing, credit and collection activities and customer relations activities; performs related duties, as assigned.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to the following:*

- Perform cashiering duties and maintain cash records.
- Compute and record daily receipts.
- Prepare summaries of payments received and services completed.
- Prepare daily reports.
- Prepare bank deposits.
- Verify data from a wide variety of source documents.
- May Initiate, reconnect, and disconnect service orders for utility service non-payment.
- Prepare service orders for repairs.
- Generate customer notifications.
- Compile documentation for non-sufficient fund processing.
- Process new service orders and payments.
- May Process service turn-offs, liens, payment plans, and collection submissions.
- Provide a variety of information with regard to utility service activities and account information to customers and the general public.
- Provide customer service to the public both over the phone and in person.
- Assist customers in resolving difficult account-related inquiries.
- Maintain accurate files including account records and documents.
- Maintain confidentiality.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High school diploma OR GED equivalent AND a minimum of two years experience in a utility or customer service related industry with clerical duties involving public contact, cashiering, record-keeping, use of 10-key calculator, business machines, and operating a computer. College courses or specialized education with emphasis in business, math or accounting is desired.

Knowledge of:

- Procedures, methods, and practices of utility billing and customer account record keeping.
- Procedures, policies, rules, and practices of billing.
- Utility billing software.
- Data processing methods and basic software programs.
- General policies, rules, procedures, and regulations involved in the establishment of customer accounts, customer billing, and account collections.
- Modern office practices, procedures, and equipment.
- Proper English usage including spelling, punctuation, and grammar.

Skill in:

- Providing efficient customer service and communicating clearly and objectively both verbally and in writing.
- Organizing with the ability to prioritize work and exercise independent judgment, wisdom, common sense, and initiative.
- Thoroughly carrying out oral and written instructions.
- Using good judgment when dealing with customer accounts.
- Maintaining records, gathering data, and preparing accurate reports.
- Meeting with members of the public under normal and adverse conditions.
- Examining source documents and printouts and identifying errors and discrepancies.
- Making calculations quickly and accurately.
- Entering and verifying data.
- Understanding and explaining ordinances, policies, procedures, and services.
- Establishing and maintaining effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public.
- Applying safe work practices.

LICENSE AND CERTIFICATION REQUIREMENTS:

Must possess a minimum of a valid California Class "C" driver's license upon hire and maintain throughout the length of employment with the City of Victorville.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in an office environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in an office environment. Physical demands are light, consisting primarily of sitting, standing, walking, lifting, carrying moderately heavy boxes up to 50 pounds, and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

Department Head Approval

Date

Personnel Officer Approval

Date