

**CUSTOMER SERVICE REPRESENTATIVE
JOB DESCRIPTION**

- **Handle cash on a daily basis**
- **Process payments received by mail (open all mail; stubs and checks should balance before posting to customer accounts)**
- **Receive payments from customers (in person, mail, credit/debit cards) (water or sewer payments, deposits, miscellaneous receipts)**
- **Post payments to customer accounts**
- **Run daily payment registers and general ledger distribution**
- **Balance cash drawer at the end of each day prior to running payment register**
- **Answer phone and handle customer inquiries and complaints. A work order or complaint form may be required to be completed depending upon the nature of the call.**
- **Load and unload handheld polycorders for meter reading.**
- **Prepare bank deposits.**
- **Prepare log sheet for all revenues received each day.**
- **Process returned checks-includes contacting the customer by phone and/or letter and posting returned check fee to customer account.**
- **Make adjustments to customer accounts only with approval from management.**
- **Place all transaction listings in binders(water, sewer, adjustments, miscellaneous, etc.)**
- **Print a list of all customers at the beginning of each month**
- **Print work orders, reconnect work orders and labels when needed**
- **Keep a record of gallons of water billed during short billing**
- **Keep a record of owners who pay deposits**
- **Prepare new folders when necessary(i.e., new fiscal year)**
- **Help clean office(dust, vacuum, etc.)**
- **Assist in any other duties when requested by management**