

Department: Office

Job Title: Customer Service Representative

Salary: \$16.00 - \$25.00 hourly

Position Purpose:

Responsible for interacting with customers either in person or by telephone on a daily basis

Essential Duties and Responsibilities

- Assisting customers that come in the office
- Processing payments received by mail (stubs and checks should balance before posting to customer accounts)
- Receive payments from customers (in person, mail, credit/debit cards) (i.e. water and sewer payments, deposits, membership fees, tap fees, service connection fees, miscellaneous receipts)
- Post payments to customer accounts
- Process daily payment registers and general ledger distribution
- Set up new customers
- Process work orders
- Handle cash on a daily basis
- Balance cash drawer at the end of each day
- Answer phone and handle customer inquiries and complaints
- Assist Customer Service/Utilities Administrator with loading and unloading handhelds for meter reading
- Assist in all aspects of billing (See Standard Operating Procedures)
- Assist in preparing 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 of Customer Service/Utilities Administrator
- Prepare a spreadsheet for fiscal year and calendar year and record each month the water usage billed and any adjustments made

(i.e.residential, commercial, institutional, industrial, bulk sales, short billing)

- Place all transaction listings in binders (water, sewer, adjustments, miscellaneous, etc.)
- Print work orders, reconnect work orders and labels when needed
- Prepare a spreadsheet for new customers who own their homes and pay a deposit. Include name, date and amount of deposit. Deposits are refunded after 3 years if the customer has a good payment history.
- Prepare new folders when necessary (i.e., new fiscal year)
- Create Standard Operating Procedures for Customer Service Rep
- Assist in cleaning office
- Assist in any other duties when requested by the Customer Service/Utilities Administrator

Reports to Customer Service/Utilities, Administrator

- Report directly to the Customer Service/Utilities Administrator with any issues or concerns