

POSITION DESCRIPTION
CITY OF GREENSBURG, INDIANA

POSITION: Customer Service Representative
DEPARTMENT: Water/Sewage Utility
WORK SCHEDULE: 7:00 a.m. - 4:00 p.m., M-F
JOB CATEGORY: COMOT (Computer, Office Machine Operation, Technician)

DATE WRITTEN: December 1996
DATE REVISED: September 2016

STATUS: Full-time
FLSA STATUS: Non-exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The City of Greensburg provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Customer Service Representative for the Water/Sewage Utility Department, responsible for processing utility payments, maintaining customer applications, and assisting the public.

DUTIES:

Collects payment from designated locations and delivers daily deposit to appropriate financial institution as required.

Processes applications for new services/established services, including maintaining and filing applications received for services, receiving and receipting payments, providing valid adjustments to customers accounts according to policy, and communicating with customers regarding past due or disconnect notices. Posts daily payment transactions, processes and files daily payment and adjustment reports.

Answers telephone and greets office visitors, providing information and assistance, taking messages, or transferring/directing to appropriate individual or department.

Sorts and opens mail daily, and processes payments received, including reviewing checks for accuracy, totaling and reconciling checks and billing forms, posting receipts on computer, and preparing and making bank deposits. Investigates and processes returned checks as needed, posting debits to accounts and sending notices to customers.

Assists in maintaining water consumption records, including entering on computer from Meter Reader route books, calculating and posting adjustments, converting commercial readings from gallons to cubic feet, determining customer high and low consumption, notifying Meter Readers and customers of unusually high consumption, and adjusting accounts for underground leaks as needed. Uploads and downloads data to and from hand held devices and laptops for readings.

Establishes new customer accounts, including assisting with and filing applications, receiving and posting meter deposits in contract book.

Assists Chief Billing Officer and/or perform duties in his/her absence, uploading/downloading data from Meter Readers hand held and laptop devices, and prepare bills for mailing.

Prepares and processes work order forms for field personnel as needed, such as meter installation, testing and removal.

Performs various clerical duties, including, but not limited to, preparing, typing, printing, and filing various documents as assigned or as needed, and opening and closing of office.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Working knowledge of Department policies and procedures, and ability to apply such knowledge to a variety of interrelated processes, tasks and operations.

Working knowledge of basic bookkeeping principles and ability to perform arithmetic calculations, maintain various financial records, and prepare reports as required.

Working knowledge of standard English grammar, spelling and punctuation, and ability to compose/ prepare correspondence as assigned.

Ability to properly operate a variety of standard office equipment, including computer, printer, telephone, fax machine, typewriter, copier and calculator.

Ability to comply with all employer and Department personnel policies and work rules, including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability to provide public access to or maintain confidentiality of Department information/records according to state requirements.

Ability to understand, memorize, retain, and carry out written or oral instructions and present findings in oral or written form.

Ability to effectively communicate orally and in writing with co-workers, other City departments, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks at the same time and work rapidly for long periods, often under time pressure.

II. RESPONSIBILITY:

Incumbent performs a variety of bookkeeping, reception and clerical duties according to a flexible, customary routine, with work priorities determined by supervisor and service needs of customers. Work is reviewed for technical accuracy and adherence to instructions/guidelines. Errors in incumbent's work are usually prevented through procedural safeguards and are readily detected through standard bookkeeping checks. Undetected errors may result in loss of time for correction and/or loss of money to the department or customers.

III. PERSONAL WORK RELATIONSHIPS:

Incumbent maintains frequent contact with co-workers, other City departments, and the public for the purpose of exchanging and explaining information, resolving customer account discrepancies, and arranging payment plans.

Incumbent reports directly to Manager.

IV. PHYSICAL EFFORT AND WORK ENVIRONMENT:

Incumbent performs duties in a standard office environment and at a service counter, involving sitting for long periods, standing for long periods, lifting/carrying object weighing less than 25 pounds, keyboarding, speaking clearly, hearing sounds/communication, handling/grasping objects, and close vision.

APPLICANT/EMPLOYEE ACKNOWLEDGEMENT

The job description for the position of Customer Service Representative for the Water/Sewage Utility Departments describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes _____ No _____

Applicant/Employee signature

Date

Print or Type Name