

City of Fulton
POSITION DESCRIPTION

JOB TITLE: Customer Service Representative

Name:

DEPARTMENT: Finance

DATE: 10-98

IMMEDIATE SUPERVISOR: Title: Accounting Supervisor

SUMMARY: Provides customer service by processing payments and work orders and responding to inquiries. Responsible for maintenance of utility accounts.

ESSENTIAL FUNCTIONS:

- I. Customer Service Activities 80% of Time
 - A. Generates work orders relating to customer requests for utility service, assuring for accuracy, completeness and timeliness.
 - B. Updates customer accounts from completed work orders assuring for accuracy, completeness and timeliness and maintains files in an orderly fashion.
 - C. Receives and applies customer payments for utilities and other miscellaneous receipts assuring for accuracy, completeness and timeliness.
 - D. Investigates and responds to customer inquiries assuring for accuracy, completeness and timeliness.
 - E. Reviews customer service requests for accuracy, completeness, and timeliness and maintains files in an orderly fashion.
- II. Utility Billing Activities 5% of Time
 - A. Reviews meter readings and billing register assuring for completeness and accuracy.
- III. Miscellaneous Activities 15% of Time
 - A. Provides back up for other staff persons as needed assuring for professionalism and thoroughness.
 - B. Attends training and other outside seminars as approved.
 - C. Deals with the public and internal staff in a professional and courteous manner.
 - D. Responds to requests by immediate supervisor in an accurate, complete and timely manner.
 - E. Delivers outgoing mail to the Post Office on a daily basis.
 - F. Performs all duties assuring compliance with established City codes, ordinances and policies and other applicable laws and regulations.
 - G. Coordinates duties with coworkers to cover for absences.
 - H. Maintains an awareness of safety issues assuring for compliance with all safety procedures.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor; subject to reasonable accommodations.

WORK ENVIRONMENT

- Average accessibility of all work sites required for the position.
- Average exposure to weather and temperature extremes.
- Average exposure to chemicals and fumes.
- Average exposure to heights.
- Average exposure to work safety hazards.
- Average amount of overtime/extended work hours required.
- Average exposure to dust.
- Average exposure to loud noises.
- Average exposure to darkness.
- Average exposure to cramped spaces.

PHYSICAL EFFORT

- Normal physical mobility: movement from place to place on the job, considering distance and speed.
- Normal physical agility: ability to maneuver body while in place.
- Normal physical strength to handle routine office materials and tools.
- Normal physical strength to handle 30 lb. objects, considering frequency.
- Normal dexterity of hands and fingers.
- Normal physical balance: ability to maintain balance and physical control.
- Normal coordination, including eye/hand, hand/foot, etc.
- Normal endurance.

KNOWLEDGE REQUIREMENTS

- Completed high school diploma or equivalent.
- Experience and proficiency with office equipment and computers.
- Ability to interact with a variety of personalities in a positive and professional manner.
- Experience with handling cash and balancing cash drawers.

MENTAL EFFORT

- Average concentration/intensity: prolonged mental effort with limited opportunity for breaks.
- Above average memory, considering the amount and type of information.
- Average complexity of decision making.
- Average time pressure of decision making.
- Average analytical thinking.
- Average conceptual thinking.

COMMUNICATION

- Above average verbal and nonverbal communication.
- Average written communication.

SENSORY ABILITIES

- Normal ability to see, hear, smell and touch.
- Normal ability to distinguish colors.