

CUSTOMER SERVICE REPRESENTATIVE

General Statement of Duties

Performs responsible administrative and fiscal work in support of municipal customer services and revenue collections.

Distinguishing Features of the Class

An employee in this class performs reception and customer service work including directing and assisting visitors, taking telephone calls and forwarding, handling or taking messages; assisting customers with water billing and tax payment questions; assisting new utilities customers; sorting and distributing mail; accepting payments from customers and entering into data base; ordering office supplies for departments and performing a variety of other basic fiscal and administrative support tasks. Work requires strong customer service skills, knowledge of municipal services, office technology skills, and the ability to research customer service problems. Work is performed under regular supervision and is evaluated through conferences, by review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Serves as telephone and visitor receptionist for Town Hall; directs visitors and calls to proper person and location; provides information on various Town services.

Opens, sorts, and distributes mail; opens general mail and enters payments into the computer and distributes to appropriate personnel; applies postage to out-going mail.

Collects revenues in person for utility customers, taxes, garbage, occupancy taxes, recycling, parking tickets, etc; provides receipts for accounts; scans checks to bank.

Assists customers with establishing utility accounts; describes policies and services and assists customers with utility, solid waste and other municipal services; assists customers to complete forms; prepares field work orders and answers general questions about utility services, taxes and other services.

Performs inquiry on accounts to answer customer billing and payment questions; coordinates with or refers to utility billing staff or others as needed; explains ordinance changes, policies, processes and fees to customers, citizens and visitors.

Reconciles daily cash receipts with data entry by revenue account; prepares report of revenues by type; prepares various logs and reports as needed.

Takes payments and issues hurricane decals; take summer camp enrollments; assists with pavilion and picnic shelter rentals and check-ins; explains rules and regulations; collects deposits.

Orders and distributes office supplies for the Town's departments; ensures purchase orders are obtained when necessary and orders on-line or by fax.

Performs general office support work including typing, word processing, maintenance of various logs, and manual records and files, faxing, copying, and other tasks; enters data into spreadsheets.

Additional Job Duties

Assists and backs up other staff.

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

- Working knowledge of the Town's municipal services and organization structure.
- Working knowledge of local policy and state statutes regarding utility billing, ad valorem and accommodation taxes, and related revenues.
- Working knowledge of modern office procedures and related office information technology equipment, software, and peripherals.
- Working knowledge of the application of office technology to the work.
- Skill in effectively communicating collections policies and procedures.
- Skill in collaborative conflict resolution and customer service excellence.
- Ability to work accurately with money, checks, data and figures and accurately perform standard mathematical calculations.
- Ability to create and maintain accurate records, reports, and files in support of a customer oriented operation.
- Ability to operate calculator, computer terminal, typewriter, cash register, fax machine, and related office equipment.
- Ability to effectively perform multiple tasks to meet established deadlines.
- Ability to communicate effectively in oral and written forms.
- Ability to establish and maintain effective work relationships.
- Ability to deal effectively with the public in a tactful, courteous and effective manner including the ability to handle difficult or angry customers.
- Ability to proof own work.
- Ability to maintain confidential information.

Physical Requirements

- Must be able to physically perform the basic life operational functions of kneeling, reaching, standing, walking, pulling, pushing, fingering, grasping, feeling, talking, hearing, and repetitive motions.
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.
- Must possess the visual acuity to work with data and figures, count and inspect monies, checks and other instruments and to operate a computer terminal and calculator.

Desirable Education and Experience

- Graduation from high school, supplemented by courses in business or accounting, and some experience in cashiering involving heavy public contact and office technology; or an equivalent combination of education and experience.

Special Requirements

- May require ability to obtain Notary Public.
- May require possession of a valid driver's license.
- May require ability to obtain Deputy Tax Collector certification from the School of Government.

