



## CUSTOMER SERVICES REPRESENTATIVE

**AGENCY/DEPARTMENT:**  
Administrative Services/Revenue

Approved By HR Director: Linda Matthews  
Date Approved: 05/05/2005  
Date of Last Revision: 10/29/2001

**Reports to:** Customer Services Supervisor  
**Supervises:** N/A

**JOB SUMMARY:** Under general supervision, performs a variety of clerical, fiscal and customer service duties, including financial transactions, cashiering, record keeping, accounting and billing for water, sewer and refuse utilities; prepares and assists with business license applications; and performs other related work as necessary.

### EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Provides customer service at public counter to receive funds as cashier and to answer basic accounting questions regarding utility bills, invoices and business license applications.
2. Prepares and mails customer utility billings and receives, posts and balances cash receipts and checks when received.
3. Updates and enters data into computer regarding utility billing information, service requests and/or business license information and maintains records and files appropriately.
4. Maintains daily revenue reports, reviews utility readings and makes adjustments as necessary.
5. Prepares and assists field representatives with water meter installation applications, submits documentation to engineering and/or public works department and calculates advanced payment amounts.
6. Receives and responds to telephone inquiries regarding water, sewer and trash service and usage and researches problems to provide customer with appropriate recommendation.
7. Generates and mails correspondence, applications, renewal notices and license certificates to business owners and coordinates with other departmental representatives.
8. Tracks delinquent and non-sufficient fund (NSF) related accounts, sends delinquency and shut-off notices and coordinates with other departments to arrange customer utility service cancellations.
9. Prepares and distributes reports, including Business License and miscellaneous license reports, Utility Reading Verification and Update reports, NSF check report, cash register and recap reconciliation reports, and billing and payment posting registers.
10. Provides clerical support to department, orders supplies and assists with the guidance and training of temporary employees as necessary.

### QUALIFICATION GUIDELINES:

**EDUCATION:** Educational attainment equivalent to high school graduation.

**EXPERIENCE:** One year experience in customer service, call center, or business licensing work.

**KNOWLEDGE OF:**

- Basic math and accounting principles.
- Customer service methods and communication techniques.
- Records management and file maintenance procedures.
- Modern office equipment procedures and practices.
- Automated and database accounting system practices.
- Clerical accounting and reconciliation methods and techniques.

- License application procedures.
- Cashiering.
- Office practices, filing and record keeping techniques.

**ABILITY TO:**

- Operate a computer keyboard, cash register, calculator and standard office equipment.
- Operate a personal computer to utilize word processing, spreadsheet, and accounting system application.
- Perform arithmetical computations and input data with speed and accuracy.
- Prepare documents, correspondence and reports accurately and compile information in a timely manner.
- Schedule, organize, and complete work in accordance with deadlines.
- Correctly record and verify transactions.
- Identify errors or discrepancies in accounting documentation.
- Compare and match related accounting documents.
- Understand and follow written and verbal instructions.

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**LICENSES:**

**CERTIFICATIONS:**

**SPECIAL REQUIREMENTS:**

**DESIRABLE:**

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**FLSA Exemption Status:** Non-Exempt

**Employee Unit:** Unit # 6, Miscellaneous Services

**DOT Program Participant:** No

**Job Family:** Revenue/Customer Services

**Class Progression:** Customer Services Representative  
Revenue Services Specialist  
Revenue Services Supervisor  
Revenue Services Director