CITY OF RUSK, TEXAS
JOB DESCRIPTION

JOB TITLE: Customer Service Representative

DEPARTMENT Utility Billing and Collection

REPORTS TO: Utility Billing Manager

JOB SUMMARY:

Position holds responsibility in organizing and carrying out tasks and duties involving data entry, the use of a personal computer and its software, the utilization of utility system software, generating utility reports, drafting customer accounts, generates field service calls, assists customers and handles customer complaints, serves as a cashier by accepting customer payments, participates in utility system database maintenance, participates in processing mail and night-drop bill payments, assists, as needed, with obtaining water meter readings and preparation of utility bill calculations, and performs all other tasks and duties deemed necessary. Also my take court payments as required. Fluency in the English and Spanish languages a plus.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Assists and interacts with internal (City employees) and external customers to solve their needs and to help resolve customer complaints. Is responsible for conducting business in a professional manner by interacting with customers exhibiting patience, courtesy, tact, and diplomacy. Serves as the public’s first point of contact regarding utility billing and service matters.

2. Responsible for processing of mail and night-drop payments;

3. Responsible for cash collections of customer payments, balancing collections to reports, and preparing daily deposits.

4. Responsible for generating customer account drafts, customer account penalization and other such billing and collections activity in a timely manner. Must be able to properly utilize a personal computer and other peripheral devices to accomplish this and other tasks.

5. Generates reports, work orders and field service orders to communicate to field service personnel regarding field services needing to be performed. This will include, but not be limited to, customer cut-off’s; service disconnects, reconnects and new connects; transfers; checks for leaks and meter re-reads. Dispatches and communicates with field service personnel via radio, as necessary.

6. Responsible for keeping and maintaining the integrity of the utility customer database and the accuracy of its data and reports.
7. Is responsible for setting up customer utility accounts, as necessary.

8. Assists in obtaining of water meter readings, preparation and generation of utility bill calculations and utility bills, as needed.

9. Writes preliminary analysis and corrections to utility account billings if there is evidence of an error.

10. Assists both Utility Billing Manager and other employees in performing all other office duties, including, but not limited to, Municipal Court payments. May also be required to issue building, electrical, plumbing, occupancy and mechanical licenses as required, also, take complaints for various City Departments.

11. Operates a personal computer, radio-read equipment, printers and various standard office equipment, as necessary.

12. Performs other related utility, administrative and office work as required.

13. Performs other duties as assigned.

**PHYSICAL AND OTHER REQUIREMENTS:**

1. Ability to deal effectively with City employees and the public on a daily basis creating positive public relations image at all times.

2. Ability to communicate effectively with tact and diplomacy.

3. Must maintain a high level of confidentiality when handling sensitive documents and information.

4. Ability to organize and handle multiple job functions.

5. Ability to operate all office equipment.

6. Ability to work independently with little or no supervision.

7. Must have good vision to accomplish general office work.

8. Must be able to use hands/fingers for typing, filing, writing, operating computer and calculator for long periods of time.

9. Must be able to reach, stoop and bend and lift boxes weighing approximately 25 lbs.

10. Must be mobile enough to move around office and wait on people coming into office.

11. Must be able to sit or stand for long periods of time.

**OTHER ASPECTS OF THE JOB:**
Requires High school diploma or GED, and clerical experience; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities; Basic knowledge of bookkeeping and mathematics; Self-motivated; Ability to detect errors; Proficient in use of PC and PC software applications, ten key by touch, and data entry by computer; Ability to make decisions in accordance with department precedents and regulations; Must maintain an effective working relationship with all city employees and the general public; Must have a valid Texas motor vehicle operator’s license and have and maintain a satisfactory driving record. May also be required to obtain a Municipal Court Clerk certification within two (2) years of employment.

CONDITIONS OF EMPLOYMENT:

The City of Rusk has established the goal of a 100% drug and alcohol-free workplace. Applicants will be required to undergo drug and alcohol testing prior to employment and will be subject to further drug and alcohol testing throughout their period of employment.

Must have and maintain a satisfactory driving record.

SIGNATURES:

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Customer Service Representative

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Senior Customer Service Representative

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City Manager