

Job Description
Customer Service Representative

Receives work direction from the Office Manager. Duties include, but are not limited to, the following:

1. Accepts and processes telecommunication from customers, vendors and personnel, regarding bill inquiries, complaints, service terminations and extensions.
2. Processes insufficient funds checks including follow-up, deadlines, and submission to proper authorities.
3. Writes service orders.
4. Processes requests for garbage service; provides radio support, responds to field personnel and reports all aspects of problems in field, (i.e. monitoring confined space log, street closures, paging on computerized communication system, two-way radio paging system, and notifies emergency contacts.

OFFICE EQUIPMENT:

Must be proficient with: typewriters, PC computers, 10-key calculators (by touch), printers, copiers, fax machines, telephones, two-way radios, electronic paging systems, cell phones, laminating machines, binding machines, labelers, electric letter openers, postage machines, and CSC credit service software.

PHYSICAL ABILITIES:

Sitting (primary work position), standing, walking, hand coordination, vision, hearing, listening, verbal and written communication skills, reading and comprehension skills, lifting, carrying, reaching, bending, balancing/climbing ladders (for retrieval of information).

WORKING ENVIRONMENT:

Climate controlled/indoor office conditions.

REQUIREMENTS:

High School Graduate or GED Certificate. Minimum of three (3) years experience in money management (handling funds and balancing accounts). Typing skills required (prefer 40 wpm). Must have data entry and computer skills and good communication and interpersonal skills. Basic knowledge of math and calculating machines and 10-key by touch. Reading comprehension and writing skills essential. Must be organized and able to handle multiple tasks simultaneously. Must be able to meet deadlines and possess proficiency in word processing, utility billing applications, and computer literacy. Must possess the ability to deal effectively and courteously with customer complaints and concerns utilizing problem analysis and problem solving skills. Must be able to utilize good judgment, demonstrate ethical behavior, and possess ability to function as

an integral part of the organizational structure. Must pre-employment drug testing. Must possess valid Texas Driver's License or Identification Card and is required to abide by all policies and procedures covered within the District's Employee Personnel Manual.

Job Description
Customer Service Representative/Posting Clerk

Receives work direction from the General Manager. Duties include, but are not limited to, the following:

1. Problem solves for internal and external customers, answering telephones, meets directly with customers; responds to customer requests for information about the District and its services; provides customer assistance with account balances; researches and responds to account problems; accepts deposits and payments.
2. Balances cash drawers daily, retrieves utility payments from drop boxes (inside and outside); runs credit checks on processed applications through a credit service; gives extensions on water accounts (within established guidelines); assists in establishing payment arrangements and follows up on delinquent accounts.
3. Supports the daily clerical functions of billing and collection operations, enters and updates billing information on the computer; assists with utility connections, disconnection, transfers; sets up new water accounts; continuously balances posting and matching bills to money paid to ensure the accuracy of the daily reports.
4. Initiates work tickets, garbage forms, work orders, enter comments into computer system.
5. Processes utility billing information. Sorts and opens utility payments, distributes and processes after verification of signatures and amounts.
6. Maintains data files, enters and edits customer data from service applications, work tickets, garbage service forms on the computer for processing records.
7. Enters payments, insufficient funds charges, water and wastewater taps, line extensions, and miscellaneous charges; sets up new services; reconciles transactions.
8. Verifies customer stubs and receipt totals, balances posting and matching bills to monies received to ensure accuracy of daily reports, indicates corrections as necessary, backs up cash receipts program; gives extensions on water accounts within established guidelines; assists in the establishing of payment arrangements and follows-up on delinquent collections; inputs work orders/comments in computer system; maintains adequate amounts of currency on-hand for cashiers; provides customer service in relation to answering telephone inquiries and responding to questions and requests from the general public and co-employees concerning financial and billing activities and records.

OFFICE EQUIPMENT:

Must be proficient with: typewriters, PC computers and keyboards, 10-key calculators (by touch), printers, copiers, fax machines, telephones, two-way radios, electronic paging systems, cell phones, laminating machines, binding machines, labelers, electric letter openers, postage machines, and CSC credit service software.

PHYSICAL ABILITIES:

Sitting (primary work position), standing, walking, hand coordination, vision, listening, verbal communication skills, reading and comprehension skills, lifting, carrying, reaching, bending, balancing/climbing ladders (for retrieval of information).

WORKING ENVIRONMENT:

Climate controlled/indoor.

REQUIREMENTS:

High School Graduate or GED Certificate. Minimum of three (3) years experience in money management (handling funds and balancing accounts). Typing skills required (prefer 40 wpm). Must have data entry and computer skills and good communication and interpersonal skills. Basic knowledge of math and calculating machines and 10-key by touch. Reading comprehension and writing skills essential. Must be organized and able to handle multiple tasks simultaneously. Must be able to meet deadlines and possess proficiency in word processing, utility billing applications, and computer literacy. Must possess the ability to deal effectively and courteously with customer complaints and concerns utilizing problem analysis and problem solving skills. Must be able to utilize good judgment, demonstrate ethical behavior, and possess ability to function as an integral part of the organizational structure. Must pass pre-employment drug testing. Must possess valid Texas Driver's License or Identification Card and is required to abide by all policies and procedures covered within the District's Employee Personnel Manual.