

**CITY OF STUART
JOB DESCRIPTION**

Title: Customer Service Representative
Department: Utilities Financial Services
Job Code: 6082
Grade: H09
Exempt Status: Non-Exempt

CHARACTERISTICS OF THE CLASS

Under the direction of the Customer Service Supervisor and the general direction of the Financial Services Director, individuals in this class function as customer service representatives having daily interaction with utility customers performing various job related duties. Incumbent will have extensive public contact directly and via telephone. Individuals in this class are responsible for the accurate recording and posting of various revenues including utility bills and revenue for all departments. Incumbent is responsible for the accurate production and verification of all City utility bills is responsible for accurate bookkeeping and posting of various accounting projects. Persons in this class will have frequent exposure to the general public, and it is essential that they are able to maintain a professional demeanor. Work is reviewed through written reports and oral conferences by supervisor for adherence to established policies and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS

1. Performs various clerical and secretarial functions as needed, handles varying amounts of currency, and must maintain an accurate and current account of such.
2. Verifies and validates all incoming utility bill payments. Receipts all monies for all departments.
3. Runs associated reports for fellow employees and customers as needed.
3. Verifies deposits to reports.
4. Secures all incoming revenue, including cash, checks, and credit card payments.

Customer Service Rep - Utilities Financial Services - continued

5. Verifies and validates all incoming meter readings for water bills.
6. Runs associated reports for the tabulation of service charges associated with all forms of utilities.
7. Generates, prints, and mails all utility bills within a timely and scheduled manner.
8. Responsible for enforcing City of Stuart Code of Ordinances related to delinquent bill policy, including disconnections for non-payment.
9. Responds to telephone inquiries, greets the general public, provides information and directs callers.
10. Operates a photocopier, shredder, computer, printer, calculator, fax machine, scanner, and postage meter.
11. Assists in general tasks including opens, sorts, and distributes correspondence.
12. Acts as liaison as required between the general public, team leaders, sanitation drivers, co-workers and management, directing requests to appropriate personnel or departments.
13. Generates various sanitation statistics, researches and collects data, verifies reports for accuracy, including the daily entering of data associated with various utility work orders.
14. Assists all departments and personnel as necessary.
15. Verifies and validates new account setup information in regards to the setting up new utility service(s).
16. Performs clerical and secretarial duties as needed.

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

REQUIREMENTS

A. Training and Experience:

High School Diploma or equivalent and two (2) years of work experience as a customer service representative within a municipal utility company; or related experience.

Possession of a valid Florida Driver's License as required for the position.

Bonding is required for the position.

B. Knowledge Abilities and Skills:

Knowledge of modern office policies, procedures and practices.

Working knowledge of arithmetic, grammar, and spelling.

Ability to maintain effective working relationships with fellow employees and communicating information to various departments.

Ability to operate modern office equipment and related software programs, including but not limited to Microsoft Office and Email.

Ability to monitor incoming cash flow.

Ability to work independently and in a team environment.

C. Physical Requirements:

Task involves regular physical effort in standing, sitting, walking, bending, stooping, reaching, pulling, pushing, stretching, and frequent moderate lifting (30+ pounds); with standard dexterity in the use of fingers, limbs, or body in the operation of office equipment. Task may involve extended periods of time at a keyboard.

D. Environmental Requirements:

Task is regularly performed without exposure to adverse environmental conditions.

E. Sensory Requirements:

Task requires color perception and discrimination.

Task requires sound perception and discrimination.

Task requires texture perception and discrimination.

Task requires visual perception and discrimination.

Task requires oral communications ability.

Approved: _____ Date: _____
Human Resources Director

Approved: _____ Date: _____
Financial Services Director

Received by: _____ Date: _____
Employee