

**CITY OF STUART
JOB DESCRIPTION**

Title: Part Time Customer Service Representative I
Department: Utilities & Engineering Department, Customer Service
Job Code: 9080
Grade: 6
Exempt Status: Non-Exempt

CHARACTERISTICS OF THE CLASS

Under the direction of the Customer Service Supervisor and the general direction of the Utilities & Engineering Director, persons in this class are responsible for the accurate recording and posting of various revenues including utility bills and revenue for all departments. 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. Incumbent performs various clerical and secretarial functions as needed, handles varying amounts of currency, and must maintain an accurate and current account of such. Persons in this class will have daily interaction with utility customers and as such will also function much of the time as a customer service representative. Work is reviewed through written reports and oral conferences by supervisor for adherence to established policies and procedures.

EXAMPLES OF ESSENTIAL FUNCTIONS

1. Verifies and validates all incoming utility bill payments. Receipts all monies for all departments.
2. Provides assistance to the general public on a daily basis in person and over the telephone regarding customer service issues related to utility billing.
3. Verifies and validates new account setup information in regards to the setting up new utility service(s). This includes Sewer Expansion Agreements which require a notary seal.
4. Assists supervisor, team members, and/or various departments as necessary.

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5. 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 supplemented by two (2) years of work experience as a cashier/customer service representative, preferably within a municipal utility company. Must be a Florida Notary or have the ability to attain within twelve (12) months.

Possession of a valid Florida Driver's License as 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 Outlook.

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,

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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.