

CITY OF PIKEVILLE
Job Description

Job Title: Customer Service Representative - Utilities
Name:
Department: Administration
Immediate Supervisor:
Supervisors Title: **Director of Utilities**

SUMMARY

Assists in collection of payments for various services related to Utilities or other fees owed to the City by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

Open customer accounts for utilities, accept payments, and enter information into computer system.

Process and mail forms as needed for the department to commercial, residential, and businesses or individuals needing services provided by the City.

Balance cash/checks with returns received; post to account.

Prepare bank deposits on regular basis.

Verify account information and review information on all forms are filed or submitted correctly, send notices of deficiencies on accounts per ordinance.

Opening and sorting mail for the Utilities Department, prepare mail to be sent.

Assist walk-in, telephone customers with problems or questions.

Assist in preparation of various reports.

Clerical duties such as typing, filing, postage machine, and copying documents.

Additional duties that may be required or assigned by the City Manager.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); or three to six months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

None.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually moderate.

DESIRABLE, PERSONAL, AND CHARACTER QUALIFICATIONS

- 1. Good character, courteous, and pleasant mannerisms.
- 2. Must have patience, tact, and cheerful disposition and enthusiasm.
- 3. Must have integrity, initiative, good judgement and be trustworthy and honest.
- 4. Must be neat in appearance and possess a high degree of cleanliness and personal hygiene.
- 5. Must be willing to cooperate and work with all personnel.

I, _____, have read the above job description and fully understand the requirements set forth therein. I agree to abide by the requirements and will perform all duties and responsibilities to the best of my ability.

DATE

SIGNATURE OF EMPLOYEE

DATE

SUPERVISOR