

JOB DESCRIPTION



CUSTOMER SERVICE REPRESENTATIVE I

DEFINITION

Under general supervision of the Accounting Manager, to be responsible for all cash transactions made in person at the Civic Center; answer customer inquiries and update customer records as needed; accept utility and business license applications, parking citation payments, and miscellaneous City accounts receivables; perform other duties as assigned.

EXAMPLES OF DUTIES: (E=Essential Duty; M=Major Portion of Time)

These examples are intended only as illustrations of the various types of work performed. The examples of work performed are neither restricted to nor all encompassing of the duties to be performed under this job title.

- Process a variety of cash transactions made in person at the Civic Center or received by mail; balance a standard cash drawer daily. (E,M)
- Receive and process all payments to the City of Ukiah and prepare daily bank deposit. (E,M)
- Assist with customer inquiries regarding utility application process and billing, sewer and garbage service, business license application process, parking facilities and permits, parking citations. (E,M)
- Accept applications for new utility service requests and transfers. (E)
- Update customer records daily. (E,M)
- Assist in researching prior customer history and resolving customer inquiries. (E)
- Maintain current and accurate filing of service applications and service orders.
- Provide back up for utility clerk position.
- Provide information concerning special City events and meetings.
- Assist in preparation of special mailings and announcements.
- Operate various office machines, such as data entry to computer billing system and cash receipts system, ten-key calculator, copier, and fax machine. (E,M)
- Perform data entry duties for related areas. (E)
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- City utility ordinances and resolutions
- Customer relations techniques
- Basic accounting principles
- Computer operations
- Customer account analysis

Ability to:

- Understand and carry out oral and written instructions.
- Handle difficult and stressful public contacts in an appropriate and professional manner.
- Work well under pressure to meet established deadlines.
- Operate a computer system for up to 80% of the workday and perform rapid and accurate data entry.
- Sit for long periods of time (7-8 hours daily)
- Type at least 40 words per minute
- Operate a 10 key calculator by touch
- Operate office and mailroom equipment
- Independently and accurately process cash and check transactions and balance a standard cash drawer
- Lift up to 40 pounds
- Maintain harmonious and cooperative working relationships with other City employees and the public.

- Apply and adopt established methods to a variety of collection transactions and problems.

Experience:

Two years of cashiering experience, preferably in a utility billing or government environment. OrCom software and IBM AS400 preferred.

Education:

Any combination equivalent to graduation from High School, with additional course work in business, accounting, computer science, or a closely related field.

Necessary Special Requirement:

Possession of a valid Class C California Driver's License.

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