



JOB DESCRIPTION

CUSTOMER SERVICE REPRESENTATIVE II

DEFINITION

Under general supervision, to perform collection activities and customer billing for miscellaneous accounts receivables; maintain financial records; provide customer service; and perform related duties as assigned.

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

- Process, maintain and update the City's miscellaneous billings. (E-M)
- Prepare and send monthly invoices to customers. (E-M)
- Balance customer billings, payments, and adjustments with the General Ledger. (E-M)
- Prepare and maintain various Accounts Receivable reports. (E)
- Maintain an accurate aging report. (E)
- Audit accounts and resolve any discrepancies or outstanding issues. (E)
- Manage all phases of collection, including collection calls and notifications relative to the City's miscellaneous billings. (E)
- Assist with the production and responsibility for mailing of the utility statements, delinquent letters, collection notices and final notices for utility accounts. (E-M)
- Maintain and update utility forms, as needed. (E)
- Audit daily transaction report for proper account coding. E-M
- Maintain and update the City CARES Low Income and Senior Discount Programs and Medical baseline allowance programs. (E)
- Prepare daily bank deposits. (E-M)
- Assist customers with business license process. (E)
- Provide back up for Customer Service Representatives I & III as needed. (E)
- Operate various office machinery such as personal computer, mailroom equipment, ten-key adding machine, typewriter, copier and fax machine.
- Other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Beginner to intermediate level of Microsoft Office Software (Word & Excel)
- Basic business data processing, principles and practices as applied to financial record keeping, bookkeeping and basic governmental accounting.
- Customer Service relation techniques.
- Modern office practices and procedures, including filing and record keeping and the operation of standard office equipment.
- Business arithmetic, including fractions, decimals, percentages and ratios.
- Customer account analysis.
- City utility ordinances and resolutions

Ability to:

- Handle difficult and stressful public contacts in an appropriate and professional manner.
- Independently and accurately process all phases of general billing and collection activities.

- Organizing, researching and maintaining office files.
- Understand and carry out oral and written instructions.
- Work in a high activity team environment.
- Demonstrate strong written and verbal communication skills.
- 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.
- Type at least 50 words per minute.
- Operate a 10 key by touch.
- Operate office and mail room equipment.
- 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

Education & Experience:

Any combination of experience or education equivalent to graduation from high school. Additional coursework in business, accounting, computer science, or a closely related field preferred. Two years of billing or collection experience, preferably in a governmental environment. Computer experience required; Microsoft Word and Excel, beginner to intermediate level. Bilingual (Spanish & English) skills highly desirable.

Necessary Special Requirement:

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