

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:

- Basic accounting principles
- Customer relation techniques.
- Computer operations.
- Microsoft Office software (Word & Excel); Knowledge of Tyler Munis software desired.
- Customer account analysis.
- City utility ordinances and resolutions

Ability to:

- Understand and carry out oral and written instructions
- Handle difficult and stressful public contacts in an appropriate and professional manner
- Work under pressure to meet established deadlines
- Operate a computer system for up to 50% of the work day and perform rapid and accurate data entry
- Type at least 40 words per minutes
- Operate a 10-key calculator by touch
- Operate office and mailroom equipment
- Independently and accurately process all phases of billing and collection activities

- 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. Three years of billing or collection experience, preferably in a governmental environment. Computer experience required; Microsoft Word and Excel. Bilingual (Spanish & English) skills highly desirable.

Necessary Special Requirement:

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

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