



CUSTOMER SERVICE REPRESENTATIVE

General Statement of Duties

Performs responsible clerical and fiscal work in support of the customer service, collections, and administrative support functions within the Finance Department.

Distinguishing Features of the Class

An employee in this class performs a variety of customer service, collections, cash management, and clerical duties for the utility accounts function of the Town. Work includes serving as the initial source of citizen contact in Town Hall; collecting funds and payments in person and by mail for utility accounts, solid waste, privilege licenses, tap fees, recreation registration, department deposits, etc.; issuing receipts; posting transactions to appropriate accounts; balancing the cash drawer daily; taking requests for service and dispatching emergency service calls to field repair staff; researching and providing information on customer bills and accounts; and assuring feedback given in a timely and professional manner. Work involves heavy public contact and coordination with field and other departmental staff. Significant tact and courtesy are required in extensive customer contact by telephone and in person. The work also requires knowledge of the organization and skill in explaining policies and procedures. Unusual or difficult situations are referred to higher levels. Work is performed under regular supervision and is evaluated through observation, conferences, accuracy, review of records and reports, and feedback from customers served.

Duties and Responsibilities

Essential Duties and Tasks

Provides customer service; assists customers by phone, in person, and by email; answers questions about service issues, due dates, utility accounts, billing and balances, payments, etc.; provides information on Town services; explains policies and procedures; refers more difficult situations to others for resolution.

Collects and processes revenue from utility customers and other citizens; receives payments in cash, by check, credit card or bank draft; checks drop box for payments; processes, records, and accounts for revenues received daily; enters computerized data on utility accounts; provides receipts for payments received; posts payments to the appropriate accounts.

Receives departmental cash receipts, counts funds and balances to deposit slips; codes and posts to appropriate accounts.

Processes full and partial payments in accordance with established processes and procedures.

Prepares and maintains customer accounts; reviews application forms for completeness; enrolls new utility customers in the database; processes applications for new service and transfer applications; updates customers information such as name changes, addresses, and other identifying information; terminates accounts.

Receives requests for a variety of Town services; completes service work orders; notifies departments of work orders and/or dispatches by radio urgent service requests to field repair staff.

Balances cash drawers daily; reconciles daily cash receipts with data entry; prepares bank deposit.

Receives and processes reservations for civic building rentals, parks, and ballfields; provides tours of buildings for rental to potential customers; may open, close and lock the buildings for rentals.

Handles a variety of customer problems and complaints and follows established procedures for handling and resolving.

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Prepares and maintains a variety of paper and electronic files including invoices, service orders, cut-off lists, reservations, and related

Maintains the lobby area in a clean and orderly manner; updates bulletin boards; straightens lobby chairs and tables; performs light cleaning tasks as needed.

Recruitment and Selection Guidelines

Knowledge, Skills, and Abilities

Considerable knowledge of the Town's utility customer service policies, procedures, and processes in handling customer services issues and concerns.

Considerable knowledge of basic mathematical computations and vocabulary.

Working knowledge of standard operating practices involved in modern office operation, cash receipting, and automated balancing techniques and procedures.

Working knowledge of the utility software application and ability to operate the hardware and software to produce accurate and timely account information, reports, and statements.

Skill in collaborative conflict resolution and customer contact.

Attention to detail and ability to multitask and work with high volume of activities.

Ability to deal effectively with the public in a tactful and effective manner in routine and stressful situations.

Ability to handle cash and process financial transactions and records accurately.

Ability to explain rules and regulations concerning applications and charges for utilities and Town services.

Ability to make minor administrative decisions in accordance with established rules, regulations, ordinances, policies, procedures, and laws.

Ability to process and complete necessary records, reports, and other paperwork to provide quick and efficient customer service.

Ability to operate a calculator, computer terminal, typewriter, cash register, and related office equipment with speed and accuracy.

Ability to work with information requiring attention to detail and accuracy in data entry.

Ability to communicate effectively in oral and written forms.

Ability to develop and maintain effective working relationships with supervisors, customers, co-workers and the general public.

Physical Requirements

Must be able to physically perform the basic life operational functions of lifting, reaching, standing, pushing, pulling, grasping, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess the visual acuity to work with data and figures, count and inspect money, perform accounting tasks, and to operate a computer terminal and calculator.

Desirable Education and Experience

Graduation from high school and experience in accounting clerical position and customer service work, preferably in a public organization; or an equivalent combination of education and experience.

Hiring range for this position is \$40,190 to \$45,213 DOQ, including a 5% increase following the probationary period. Applications may be obtained at the Town of Dallas Administrative Offices located at 210 N. Holland St., Dallas, NC 28034 or at www.dallasnc.net. Completed applications

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can be emailed to jobs@dallasnc.net or turned in at the Administrative Offices. Open until filled. EOE

Dallas

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