



CITY OF HOT SPRINGS, ARKANSAS

Job Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions herein described.

Customer Service Representative

Department	Utility Billing Services/Customer Service
Pay Grade	7
FLSA Status	Non-Exempt
Safety Sensitive	No

JOB SUMMARY

Performs responsible public contact work handling utility customer service activities.

ESSENTIAL JOB FUNCTIONS

- Accepts utility payments via a variety of different methods (customer presentation, night drop, electronic payments, phone credit card payments, mail, cash, etc.).
- Manage a cash drawer by accepting payments, providing receipts, making change, assuring custodial security for funds, and balancing at the end of the day.
- Addresses customer complaints and billing problems by phone and walk-in contacts.
- Assists customers in service changes (starts, terminations, relocations, etc.).
- Answers customer inquiries about rates, billing procedures and cycles, due dates, etc.
- Maintains records of all activities
- Coordinates with meter readers and service workers regarding billing complaints, reports of leaks, and other related activities.
- Works up water and wastewater adjustments for water leaks.
- Updates customer's accounts with new mailing addresses and phone numbers.
- Makes courtesy calls for high consumption and past due water bills.
- Helps customers with the online programs (payments, view bills, water portal).
- Makes collection calls.
- Provides training to new hires.
- Performs any other related duties as required or assigned.

Supervision Received:

Works under general supervision of an administrative superior.

Supervision Exercised:

None.

QUALIFICATIONS**Education and Experience:**

High school diploma or equivalent, including or supplemented by courses in general commercial subjects; and three (3) years in a position involving public contact, preferably within a governmental organization; or any equivalent combination of education and experience.

Licenses or Certifications:

None.

Knowledge, Skills and Abilities:

- Considerable knowledge of office procedures, methods, and equipment.
- Working knowledge of public relations techniques and practices.
- Ability to organize work and perform efficiently with minimum supervision.
- Ability to become familiar with departmental policies and procedures and to make work decisions accordingly.
- Ability to effectively carry out independent duties according to instructions, regulations, and policies.
- Ability to meet with the public and explain policies firmly and courteously.
- Ability to establish and maintain effective working relationships.
- Ability to understand and follow verbal and written instructions.
- Ability to maintain accurate and timely records and to prepare reports.
- Ability to interact with a variety of personality types and identify and resolve conflict in a positive manner.
- Ability to multi-task and deal with a large volume of customers in a “waiting room” environment.
- Ability to input data to and retrieve data from computer system.

PHYSICAL/MENTAL DEMANDS

Frequently sits, walks, talks, and hears; occasionally stands; uses hands to handle objects; reaches with hands and arms; specific vision requirements include close, color, distance, peripheral, and the ability to adjust focus; occasionally required to lift up to 50 pounds.

WORK ENVIRONMENT

The noise level in the work environment is usually moderate.

EMPLOYEE ACKNOWLEDGEMENT

I hereby acknowledge receipt of the job description and certify that I am able to perform the essential duties and responsibilities of this position and that I meet the qualification requirements stated herein. I acknowledge that in addition to the duties outlined above, I may be required to perform additional duties not specifically spelled out in this job description.

Employee Signature

Date

The information in this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, environmental conditions, or qualifications required of employees assigned to this job, and does not in any way represent a contract of employment.

The City of Hot Springs is an Equal Opportunity Employer and will not knowingly permit discrimination in hiring, promotion, or other conditions of employment with regard to race, color, religion, sex, age, disability, veteran status, marital status, ethnicity, pregnancy, sexual orientation, or national origin.