

Customer Service Representative

Department:

City Clerk's Office

Job Description: This is an entry level non-exempt position in the Customer Service division which reports directly to an assigned Supervisor of Customer Service. This position involves working in a fast-paced work environment during peak periods and requires the incumbent to multi-task in various functions. The customer service position involves contact with the public directly and by telephone, assisting customers with utility payments, opening and closing accounts, and resolutions to any billing issues.

Essential Job Functions:

Collects mail, drop-box payments and sort payments for processing.

Processes daily customer transactions at the customer service desk and drive-thru window.

Reviews special condition notes on customer accounts before entering payments to ensure the appropriate processing or charges to the customer's account.

Responsible for all incoming phone calls assisting customers with billing inquiries or complaints.

Processes applications for connection, disconnection, or transfer of utility service.

Creates and updates customer records in munis database and scans all documents into imaging file system.

Assist customers with garbage collections and sends all change requests to WCA by email.

Verifies no outstanding/delinquent accounts before processing connection or transfer of service.

Determines amount of commercial deposits by calculations based on size and type of individual account.

Verifies inspection letters are collected prior to regaining service connections for occupancies not serviced by the city for more than 1 year.

Tracks all payments collected during delinquent cut-off period and ensure customers are placed on the turn-on list upon payment collected in full for delinquent bills.

Assists customer with processing credit card payments using the Kiosk payment system.

Relieves Customer Services Representative on a daily basis during lunch hours and vacation as assigned.

Performs other related duties as required.

Minimum Qualifications

Knowledge, Skills and Abilities:

Knowledge of general office procedures, appropriate professional dress, and skill in the use of a personal computer to retrieve and enter account information into database, and modern office equipment (i.e. calculator, copier, FAX, multi-line phone system). Knowledge and skill using business mathematics. Ability to accurately record numeric and other information into the billing data base. Basic knowledge of MS Office, Internet, Windows and fast/accurate typing skills are required. Ability to work under deadlines and pressure. Ability to plan, organize, and perform work assignments. Attention to detail.

Education and Experience:

High school diploma or GED with a minimum of two years' experience in customer service dealing with the general public that includes billing or accounting, telephone/switchboard operations, two years' experience in banking as a teller or four years cashiering, as well as experience with various office equipment. Equivalent combination of training, education and experience may be acceptable.

Preferred Qualifications:

Have a high level of direct customer contact requiring strong communication with customers in an effective and courteous manner. Must be comfortable working in a fast-paced environment during peak times. Must be able to analyze customer accounts, communicate payment information clearly and concisely, make rapid and accurate payments using complex computer system. Ability to establish and maintain effective working relationships with employees, supervisors, other City Departments, and the general public. Ability to remain calm in stressful situations. Must have strong organizational and basic computer skills. Must have the ability to work independently, prioritize workload and meet multiple deadlines. Must have ability to pay attention to detail to ensure cash drawer is balanced daily.

Licenses, certification or registrations:

Valid Florida Driver's License, required at date of hire.

Essential Physical Skills:

Acceptable eyesight (with or without correction).
Acceptable hearing (with or without hearing aid).
Requires sitting, standing, and walking for a duration of time
Ability to communicate both orally and in writing.

Environmental Conditions:

Works inside in an office environment. (Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)

Salary: Minimum \$10.00 hour to Maximum \$14.00 hour

Hours: 8:00am to 5:00pm, Monday through Friday

A successful completion of a criminal background and drug screening will be required.

The City of Starke provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin, citizenship, veteran's status, age, disability status, genetics or any other category protected by federal, state, or local law.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload. By signing below, I agree and understand that I must be able to perform each responsibility set forth above to continue my employment with the City.

Employee Name (please print)

Date

Employee Signature