

CUSTOMER SERVICE SPECIALIST

General Statement of Duties

Performs difficult administrative and clerical work performing the customer services and utilities collections functions.

Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve providing reception and customer service to the public; the preparation of records necessary for utility billing; handling customer inquiries relating to utility billings and general fiscal support and reporting activities; preparing and verifying a variety of reports and records; collecting utility bills and other revenues, and coordinating with the field services functions. Work is characterized by the multiple detailed procedural steps involved in the work, and the required independent knowledge of the utility customer data base management and computer application. Work involves public contact functions and coordination with other departments within the Town's organizational structure, especially the public services staff. Considerable tact and courtesy are required in the public contact functions. Work is performed under regular supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Serves as receptionist for Town Hall; assists the public with a wide variety of information and Town services; answers complaints from citizens, researches problems and answers to their questions.

Uploads and downloads meter readings; reviews special utilities readings and enters into computer data base, generates billing information, performs edits, and sends files to other staff for printing and mailing bills.

Prints edit list and reviews after initial meter readings are loaded; identifies potential mis-reads and other potential problems; determines which meters require re-reading.

Coordinates the activities of the office with field staff; coordinates with utility personnel the meter reading functions and the connection and disconnection of services.

Collects payments and enters into data base; collects payments for utility bills, zoning permits, accident reports, surplus property sales, rental fees, etc.; calculates and administers bill adjustments.

Establishes new customer accounts; insures proper initial readings are entered; establishes, updates, and deletes accounts for multiple temporary development needs; assesses late fees.

Monitors the billing cycle and assures that all records are submitted on a timely basis in order that established deadlines will be met.

Opens and distributes mail.

Prepares a variety of fiscal reports involving compiling, typing, data entry, reconciling and other fiscal support activities.

Participates in updating the Town web site.

Keeps a calendar for facility rental.

Prepares various miscellaneous invoices for mailing.

Performs special research, coordination, and other activities for special projects and assignments.

Orders office supplies and maintains inventory

Assists in coordinating annual Buggy Festival

Maintains inventory and records for Town cemetery

Additional Job Duties

Provides back up to the Town Clerk other staff as needed.
Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Considerable knowledge of local policy, billing and customer service cycle regarding water systems.

Thorough knowledge of the utility billing and customer data base software application and ability to operate hardware.

Considerable knowledge of the application of office technology.

Working knowledge of paraprofessional accounting principles and practices.

Working knowledge of water meter operations.

Skill in collaborative conflict resolution and customer contact.

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

Ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer oriented operation.

Ability to operate calculator, computer terminal, typewriter, cash register, and related office equipment at the desired level of speed and accuracy.

Ability to communicate effectively in oral and written forms.

Ability to establish and maintain effective working relationships with coworkers, public officials, and customers.

Ability to write and proof business letters and reports

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, 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 prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

Desirable Education and Experience

Graduation from high school supplemented by courses in business or accounting, and experience in a customer service operation involving multiple step tasks and use of customer data base software, experience using FMS software preferred; or an equivalent combination of education and experience.