

# **CITY OF MOORE**

## **Job Description**

### **Customer Service Representative**

**Job Code:** 6511  
**Exempt:** No  
**Department:** Finance  
**Reports To:** Customer Service Supervisor  
**Location:** City Administrative Offices – City Hall  
**Date Prepared:** January 14, 2016  
**Date Revised:** November 05, 2018

#### **GENERAL DESCRIPTION OF POSITION**

Perform a variety of clerical and technical financial duties in support of the Customer Service division including collection of monies for Utility Bills over the phone. Take on-and-off orders for utility service by telephone, correspondence and in person; analyze customer records to apply appropriate utility rates; establish deposit amounts from written guidelines for new utility users. Answer customer questions, investigate and resolve complaints pertaining to utility billing procedures; review, audit, analyze and reconcile customer billing records and request adjustments as needed.

Perform related duties and responsibilities as required.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Receive, process, and respond to questions, complaints, and requests for information as necessary; refer to appropriate department staff member for resolution as needed; provide information regarding utility billing and services; provide extensions to customers. This duty is performed daily.
2. Audit utility accounts; correct errors to charges and billing; work on utility contracts including new, transfers and final accounts. This duty is performed daily.
3. Receive, process, monitor and record financial transactions, track information on computerized and/or manual systems; enter, retrieve and evaluate data; maintain records of all transactions; prepare reports as required. This duty is performed daily.
4. Collect and process payments from customers over the telephone for utilities; receive and process contracts for new, transfer and final utility accounts; prepare work orders for service connections, disconnections and meter problems. This duty is performed daily.
5. Monitor utility rates for consistency with City codes; coordinate with Utility Department on meter readings and related activities; edit meter readings; request re-reads for any discrepancies and corrections; review input data for accuracy including verifying corrections, new accounts, final and transfer accounts. This duty is performed as needed.

6. Prepare customer door hangers for insufficient payment; prepare appropriate forms used to add, correct or adjust billing; charge accounts for insufficient payment; enter insufficient checks and fees into computer; discontinue service to accounts left unpaid. This duty is performed as needed.
7. Perform master changes to accounts including change of address and names; compile information and enter into computer regarding senior citizen rates. This duty is performed as needed.
8. As assigned, send letters and monitor commercial accounts with outside garbage service; collect appropriate forms and paperwork associated with such service; monitor on-call dumpsters. This duty is performed as needed.
9. Send letters and monitor and record financial transactions; track information on computerized and/or manual systems; enter, retrieve and evaluate data; maintain records of all transactions; prepare reports as required. This duty is performed as needed.
10. Respond to and resolve difficult and sensitive citizen inquiries and complaints. This duty is performed as needed.
11. Good attendance is required. This duty is performed daily.
12. Works in a manner safe to the individual and other people; keeps work area clean and safe; follows safety rules and safe work practices; uses safety equipment as required. This duty is performed daily.
13. Confidentiality is required upon specific notification to the employee. This duty is performed daily.
14. Prepare orders to install, remove and repair meters, post, disconnect, restore, or verify services and to perform other service related changes. This duty is performed daily.
15. Research customer records to resolve more difficult customer inquiries and prepare correspondence in response. This duty is performed as needed.
16. Communicate with customers via telephone, mail, email, or other means of communication. This duty is performed daily.
17. Determine and resolve utility payment problems and mis-readings; research, and submit to supervisor for adjustment. This duty is performed as needed.
18. Prepare orders to install, remove and repair meters, post, disconnect, restore, or verify services and to perform other service related changes. This duty is performed daily.
19. Assist in the training of new Customer Service Representatives and serve as a resource to staff of other units of the department; assist other positions or work units with various support assignments or special projects on an as needed basis. This duty is performed as needed.
20. Determine and resolve utility payment problems and mis-readings; research, and submit to supervisor for adjustment. This duty is performed as needed.
21. Use various computer systems computer extensively to enter data of new utility customers and make data changes; interact with customers, coordinate with utility field and billing units, check credit ratings, obtain other information to assist customers, research, resolve or refer to investigators reports

of unauthorized utility usage and use discretion to determine deposit and restoration of service requirements.

22. Perform any other related duties as required or assigned.

## **INITIATIVE AND INGENUITY**

### **SUPERVISION RECEIVED**

Under general supervision where standard practice enables the employee to proceed alone on routine work, referring all questionable cases to supervisor.

### **PLANNING**

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

### **DECISION MAKING**

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

### **MENTAL DEMAND**

Moderate mental demand. Operations requiring almost continuous attention, but work is sufficiently repetitive that a habit cycle is formed; operations requiring intermittent directed thinking to determine or select materials, equipment or operations where variable sequences may be selected by the employee.

## **ANALYTICAL ABILITY / PROBLEM SOLVING**

Moderately structured. Fairly broad activities using moderately structured procedures with only generally guided supervision. Interpolation of learned things in somewhat varied situations.

## **SUPERVISORY RESPONSIBILITIES**

No supervision.

## **RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT**

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

## **ACCURACY**

Probable errors of internal and external scope would have a moderate effect on the operational efficiency of the organizational component concerned. Errors might possibly go undetected for a considerable

period of time, thereby creating an inaccurate picture of an existing situation. Could cause further errors, losses, or embarrassment to the organization. The possibility for error is always present due to requirements of the job.

## **ACCOUNTABILITY**

### **FREEDOM TO ACT**

Generally controlled. General processes covered by established policies and standards with supervisory oversight.

### **ANNUAL MONETARY IMPACT**

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, and savings from new techniques or reduction in manpower.

None. Job does not create any dollar monetary impact for the organization.

### **IMPACT ON END RESULTS**

Modest impact. Job has some impact on the organizations end results, but still from an indirect level. Provides assistance and support services that facilitates decision making by others.

## **PUBLIC CONTACT**

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

## **EMPLOYEE CONTACT**

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

## **USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS**

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

## **WORKING CONDITIONS**

Normal working conditions as found within an office setting, wherein there is controlled temperature and a low noise level, plus a minimum of distractions.

## **ENVIRONMENTAL CONDITIONS**

The following work environment characteristics described here are representative of those an employee

encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

## **PHYSICAL ACTIVITIES**

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to sit, use hands to finger, handle, or feel, talk or hear; frequently required to reach with hands and arms; and occasionally required to stand, walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; and color vision.

## **ADDITIONAL INFORMATION**

Knowledge of:

- Principles and procedures of utility billing and customer service
- Methods and techniques of maintaining journals and other ledgers
- Methods and techniques of setting up and maintaining a variety of accounts including fines and fee accounts and utility billing accounts
- Principles and procedures of financial record keeping and reporting
- Basic mathematical principles
- Basic report writing principles
- Office equipment including computers and supporting work processing and spreadsheet applications
- Pertinent federal, state and local laws, codes and regulations

Ability to:

- Perform mathematical calculations and procedures
- Prepare clear and concise reports
- Perform accurate searches of outstanding bills or other amounts owed in assigned area
- Maintain a variety of financial records
- Communicate clearly and concisely, both orally and in writing
- Respond to requests and inquiries from the general public
- Establish and maintain effective working relationships with those contacted in the course of work
- Maintain effective audio-visual discernment and perception needed for: making observations, communicating with others, reading and writing, operating assigned equipment
- Maintain effective mental capacity which permits: making sound decisions, using good judgment, utilizing other intellectual capabilities
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following: sitting for extended periods of time, operating assigned equipment

## **Experience and Training Guidelines**

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying.

### **Experience:**

Two years of clerical accounting experience, preferably in a municipal environment

### **Education:**

High school diploma or equivalent, supplemented with specialized training in accounting

### **License or Certificate:**

Possession of, or ability to obtain, a valid Oklahoma driver's license may be required

## **WORKING CONDITIONS**

### **Environmental Conditions:**

Office environment; exposure to computer screens; work closely with others.

### **Physical Conditions:**

Essential and other important responsibilities and duties require maintaining physical condition necessary for standing and sitting for prolonged periods of time; manual dexterity; operate assigned equipment; may be required to operate assigned vehicle. Must be able to perform attached essential job functions.

Employee must lift items such as supply boxes. Requires vertically transferring items weighing up to 10 pounds.

Employee must sit at a workstation for periods of time. Requires a tolerance of seated posture for prolonged periods of time.

Employee must operate keyboard. Requires use of hands and fingers for inputting information into computer system.

Employee must view computer screen. Requires use of eyes to read computer screen continuously throughout the day.

Employee works in a City building at a workstation. Employee must tolerate working environment with inside controlled temperature.

Employee must carry supplies from one location to another. Requires horizontally transferring items weighing up to 10 pounds.