

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE
DEPARTMENT: PUBLIC UTILITIES
DIVISION: UTILITY BUSINESS OFFICE

**CITY OF
BOWLING GREEN**

REPORTING RELATIONSHIPS

Utilities Business Office Supervisor

POSITION REPORTS TO

DIRECT REPORTS BY TITLE: _____

None

DIRECT: 0

INDIRECT: 0

POSITION FUNCTION

This position is responsible for assisting utilities customers in making payments, requesting utilities services, or receiving information.

JOB RESPONSIBILITIES

Accepts customers' payments for utility services, tap charges, and miscellaneous fees

Processes service orders - enters, sorts, reviews, and completes to set-up new customer accounts and current customer changes

Processes permits - takes applications, researches fees and prepares permits for signature

Assists customers in completion of service applications, contracts, and forms

Answers customers' questions by phone or in person and advises contractors of proper procedures

Files and retrieves paperwork

Calculates adjustments to customer accounts

Counsels customers on utility payment plans and special programs

Assists Utilities Billing Specialists with all duties

Acts as liason between the Business Office, Electric Division, and Water Division in scheduling work and resolving customer concerns, issues, and problems

Performs other related duties as assigned.

PHYSICAL REQUIREMENTS

Job requires incumbent to sit, stand, walk, talk/hear and use hands to finger, handle or feel. Must be able to focus clearly at 20 inches or less.

REQUIRED SKILL SETS***Occupational/Technical Skills***

Knowledge of utility rates, rules and regulations

Ability to deal calmly with irate (and potentially abusive) customers

Ability to properly use a 2-way radio, typewriter, calculator and keyboard

Administrative Skills

Ability to analyze and resolve situations and problems

Ability to use techniques of effective time management

Ability to handle multiple priorities and projects

Ability to process paperwork effectively

Ability to keep clear and accurate records and reports

Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information

Knowledge of filing methods and records management techniques

Knowledge of modern office equipment

Cognitive Skills

Ability to deal with a variety of concrete variables in situations where only limited standardization exists

Ability to make timely, sound decisions

Knowledge of methods and techniques of research

Ability to interpret a variety of instructions in written, oral, diagram or schedule form

Ability to interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals

Ability to interpret professional periodicals and journals, technical procedures, and government regulations

Ability to perform standard business arithmetic, including percentages and decimals

Ability to develop original, unusual, successful approaches

Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities

Communications Skills

Ability to let people know of decisions, changes, and other relevant information in a timely fashion

Ability to speak effectively one-to-one

Ability to demonstrate attention to and convey understanding of the comments or questions of others

Ability to use appropriate style, format, and tone in informal and formal business communications

Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary

Ability to prepare clear and concise reports, correspondence and other written materials

Interpersonal Skills

Ability to use tact and discretion

Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors

Ability to deal courteously and diplomatically with the general public

Ability to maintain issue confidentiality

Ability to bring conflict or dissent into the open and use it productively to enhance the quality of decisions

Ability to arrive at constructive solutions while maintaining positive working relationships

Leadership Skills

Ability to take charge and initiate actions

Ability to participate in meetings in which the collective resources of the group members are used efficiently

DESCRIPTION OF WORKING CONDITIONS

Work is typically performed in an office setting and involves much (more than 2/3 of incumbent's) time in contact with the City's citizens.

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS

High school diploma or equivalent; three to five years of related experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.

Completed by Resource Management Strategies, Inc. (RMS) on July 3, 1999. This position Description is based on a Position Analysis Questionnaire (PAQ) completed by the incumbent.