

POSITION TITLE: CUSTOMER SERVICE SPECIALIST
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 utilities billing, receipts, work order processing, and customer service.

JOB RESPONSIBILITIES

Assists customers in completion of work orders and permits, resolves billing problems and advises customers who have questions or concerns regarding their utility accounts or programs

Enters, sorts and distributes work orders to Utility departments and acts as a liaison in resolving customer concerns and problems

Accepts customer's payments for utility services, fees and other miscellaneous revenue, posts to customer accounts, balances cash drawer and prepares payment batches

Reconciles payment batches and balances receipts reports

Reviews exception reports, calculates adjustments to customer accounts, reviews billing registers, processes billing for utility customers, and posts penalties

Enters final meter reading and verifies forwarding address to process final bills

Set up payment extensions with customers and tracks to ensure compliance

Prepares automated phone notification file for past due accounts and final notices and issues orders for service disconnections for nonpayment

Processes customer information to send to collection agency, posts receipts from collection agency, writes off bad debt accounts and follows up on bankruptcy notices

Prepare invoices and maintains spreadsheets, files, records and office supply inventory

Maintains petty cash account

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	
<p><i>Occupational/Technical Skills</i></p> <p>Knowledge of utility rates, rules and regulations</p> <p>Ability to deal calmly with irate and potentially abusive customers</p> <p>Ability to properly use 2-way radios, calculator and keyboard</p> <p>Knowledge of State agencies and public assistance available for delinquent customers</p> <p>Ability to operate meter reading software and devices</p> <p><i>Administrative Skills</i></p> <p>Ability to analyze and resolve situations and problems</p> <p>Ability to use techniques of effective time management</p> <p>Ability to handle multiple priorities and projects</p> <p>Ability to process paperwork effectively</p> <p>Ability to keep clear and accurate records and reports</p> <p>Ability to use a computer and rapidly enter and retrieve information</p> <p>Knowledge of filing methods and records management techniques</p> <p>Ability to organize work, set priorities and meet critical deadlines with minimal direction</p> <p>Ability to develop strategies and schedules for meeting goals</p> <p>Ability to anticipate problems and develop alternative strategies for goal completion</p> <p><i>Cognitive Skills</i></p> <p>Ability to deal with a variety of concrete variables in situations where only limited standardization exists</p> <p>Ability to identify problems, recognizing symptoms, causes and alternative solutions</p> <p>Ability to make timely, sound decisions</p> <p>Knowledge of methods and techniques of research</p> <p>Ability to interpret a variety of instructions in written, oral, diagram or schedule form</p>	<p>Ability to interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals</p> <p>Ability to interpret professional periodicals and journals, technical procedures, and government regulations</p> <p>Ability to perform standard business arithmetic, including percentages and decimals</p> <p>Ability to process or generate information without either overlooking important items or getting enmeshed in technicalities</p> <p><i>Communications Skills</i></p> <p>Ability to let people know of decisions, changes and other relevant information in a timely fashion</p> <p>Ability to speak effectively one-to-one</p> <p>Ability to demonstrate attention to and convey understanding of comments or questions of others</p> <p>Ability to use appropriate style, format, and tone in informal and formal business communications</p> <p>Knowledge of correct English usage, including spelling, grammar, punctuation and vocabulary</p> <p>Ability to prepare clear and concise reports, correspondence and other written materials</p> <p><i>Interpersonal Skills</i></p> <p>Ability to use tact and discretion</p> <p>Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors</p> <p>Ability to deal courteously and diplomatically with the general public</p> <p>Ability to maintain issue confidentiality</p> <p>Ability to bring conflict or dissent into the open and use it productively to enhance the quality of decisions</p> <p>Ability to arrive at constructive solutions while maintaining positive working relationships</p> <p>Service is provided from an office, but requires extensive contact with the general public.</p>

DESCRIPTION OF WORKING CONDITIONS
<p>Work is typically performed in an office setting, requires extensive contact with the general public and is subject to pressure from deadlines.</p>

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS
<p>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.</p>

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.