



# Customer Service Specialist I

Class Code:  
W/S - 4

Established Date: June 6, 2016  
Draft Update: December 14, 2015

## **SALARY RANGE**

\$14.03 - \$19.68 Hourly  
\$27,361.24 - \$38,370.95 Annually (37.5 hrs)  
FLSA Non-Exempt

## **GENERAL STATEMENT OF DUTIES:**

Performs public contact, billing, collections, recordkeeping and specialized accounting-clerical work in support of Town services, especially utility and public works services.

## **DESCRIPTION**

An employee in this class is responsible for the activities which involve working with customers on utility payments and revenue collections, and on various account issues. Work involves tasks such as setting up and closing out of utility accounts; collecting and documenting utility payments and other revenues, including handling customer inquiries and complaints relating to utility bills and Town services and attempting to resolve problems; identifying and resolving account and/or billing discrepancies; performing account adjustments; working with customers and co-workers on account issues; processing connection and disconnection requests; balancing cash drawers; preparing bills; establishing bank drafts; and a variety of related issues. Employee generally covers the front desk or answers the phone, serving as the initial public contact at Town Hall. The employee also has specific areas of assignment but rotate frequently among tasks to assure back-up capability, but public contact functions carry the highest priority. Work involves accuracy and heavy public contact functions, including working with upset customers, and coordination with other departments within the Town's organizational structure, especially utilities and public works staff. Considerable tact, firmness, fairness, and courtesy are required in these public contact functions, especially in dealing with upset customers. Work is performed under regular supervision of the Office/Accounting Manager and is evaluated through observation, inspections, conferences, review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

## **EXAMPLES OF DUTIES AND RESPONSIBILITIES**

- Works with a high volume of customers by phone and in-person; collects and processes a variety of utility payments and Town fees and revenues at a customer counter or through the mail, including drop box payments; posts payments; identifies and researches inconsistent information.
- Verifies, balances, and combines work of other employees into daily deposit, including payments in cash, checks, credit cards, lock box, wire transfers and online payments.
- Creates work orders, notifies staffs of 811 locate requests, and follows-up to ensure timely completion.
- Create bills for varies licenses and fees including utility service charges, solid waste collection charges, beer and wine licenses and business registration licenses; reviews bills to ensure accuracy; works with co-workers and customers to resolve any issues.
- Administers debt setoff collection program including serving as the point-of-contact for the program, identifying and placing accounts into debt setoff in a timely manner, creating accurate and timely correspondence, responding to customer inquiries, participating in related hearings, and communicating with related entities and the public.
- Reviews utility meter reads to ensure accuracy; identifies inconsistent reads or other issues and works with the public and co-workers to resolve issues; downloads reads.
- Answers questions concerning requirements for utility and accounts with the Town.
- Works with customers in person and by phone; answers questions and looks up amount owed; determines if outstanding payments are owed; hears complaints from citizens, researches problems and provides information, including extensions and disconnection information; calculates leak adjustments.
- Creates and documents payment agreements with delinquent customers in accordance with policies and procedures.
- When needed, assists customers with addition or disconnection of services or account changes.

#### **ADDITIONAL JOB DUTIES**

- Performs other duties as required and/or directed.

#### **KNOWLEDGE, SKILLS AND ABILITIES**

- Working knowledge of local policy and state statutes regarding utility services, revenue collections and customer services.
- Working knowledge of the utility software application and ability to operate hardware and software to maintain accurate account records and produce statements and reports.
- Working knowledge of standard operating practices involved in modern office operation and serving the public.
- Working knowledge of computer operations and ability to use software to create and maintain accurate records, reports, and files in support of accurate and changing billing and collections processes.
- Working knowledge of computerized records systems.

- Working knowledge of records or file management.
- Ability to deal effectively with the public in a tactful, fair, firm, courteous, and effective manner in routine and stressful situations, and to establish and maintain effective working relationships with coworkers and the public.
- Ability to operate calculator, computer terminal, and related office equipment.
- Ability to make arithmetic computations accurately and with reasonable speed.
- Ability to communicate effectively in oral and written forms.
- Ability to prioritize duties when handling incoming requests.
- Ability to respond to calls for service efficiently, effectively, and calmly.
- Ability to operate various office equipment and machinery.
- Ability to operate efficiently and accurately in a fast-paced office environment.
- Ability to comply with OSHA standards.

### **PHYSICAL REQUIREMENTS**

- Must be able to physically perform the basic life operational functions of stooping, kneeling, crouching, reaching, walking, standing, pushing, pulling, lifting, fingering, 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, conduct visual inspections, perform transcription tasks, and review written material extensively.

### **MINIMUM AND PREFERRED QUALIFICATIONS**

Graduation from high school (or equivalent), supplemented by courses in business or accounting, and some experience in a customer service operation involving heavy public contact; or an equivalent combination of education and experience. Other requirements as required by the Office/Accounting Manager.