



JOB DESCRIPTION

General Description:

The purpose of this class within the organization is to conduct administrative functions associated with receiving account payments and providing information/service to utility, tax, and license customers.

Duties and Responsibilities:

The functions listed below are those that represent the majority of the time spent working in this class. Management may assign additional functions related to the type of work of the class as necessary.

- Collects payments at the counter, drop-box and mail; posts payments to account; balances cash daily to the edit list; resolves any discrepancies; prepares daily cash, scans checks and credit cards collections for bank deposit for water and storm water.
- Answers the telephone; provides information; takes and relays messages and/or directs calls to appropriate personnel; returns calls as necessary.
- Resolves customer billing problems such as over or under reads and cancels or rebills; arranges credits or adjustments as appropriate; makes corrections to account files; establishes, closes, and transfers accounts as requested; prepare work orders for final billing.
- Issues and updates service orders including meter re-checks, repairs, replacements, change outs, adjustments, new service, and disconnections; coordinates information with Water Service Technicians via telephone.
- Processes requests for adjustments to bills based on outdoor summer use or underground leaks; calculates consumption averages for leak adjustments; provides information to customers regarding water system policies, procedures, and charges.
- Responds to routine requests for information via phone or email from officials, employees, members of the staff, and the public.
- Orders and picks up currency from bank.
- Calculates and prepares payment agreements for customer; maintains calendar of delinquencies and customer payment agreements; coordinates information with supervisor for processing delinquent accounts and payment plans.
- Receives, opens, sorts, and processes mail; determines routing and distributes as appropriate; prepares outgoing mail; prepares and/or receives work orders and reports; reviews, completes, processes, and forwards return mail.
- Greets visitors; assists and/or directs visitors to appropriate person.
- Performs related work as assigned.

This Class Description does not constitute an employment agreement between the city of Americus and an employee and is subject to change by the city as its needs change.



City of Americus, GA

Title: Customer Service Representative
Class Code: 4302



JOB DESCRIPTION

Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent; Requires one year of experience in customer service, billing services or closely related experience; Required qualifications may be any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this job.

Physical Demands:

Performs sedentary work that involves walking or standing some of the time and involves recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment):

None.

Special Certifications and Licenses:

None.

Americans with Disabilities Act Compliance:

The city of Americus is an Equal Opportunity Employer. ADA requires the city of Americus to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

By signing below, I confirm that I have read the above job description and understand the requirements, duties and responsibilities of the position.

Employee: _____ Date: _____

Manager: _____ Date: _____

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