



## JOB DESCRIPTION

### General Description

The purpose of this position is to lead worker clerical and customer service work of more than average difficulty in the billing, collection and servicing of customer accounts.

### 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.**

- Coordinate and assist employees engaged in billing, collections and customer service activities. Taxes and business license. Ability to communicate in Spanish to ESL customers.
- Assist staff with customer relations activities, personally handle more difficult problems and complaints by mail, telephone and personal contact with customers.
- Handle daily billing of customers, checks accounts to be billed, has questionable billings and accounts re-checked before billing, corrects improper billings and makes adjustments to customer accounts. Handles tax and business license questions.
- Handle daily collection of payments, the application of payments to computerized customer accounts, the resolution of customer complaints, problems and requests for information.
- Receive requests for, and provide information relating to customer accounts to other City departments and outside agencies.
- Prepare check requests for return of account credits or overpayments to customers.
- Performs related work as assigned.

### Minimum Education and Experience Requirements:

Requires High School graduation or GED equivalent; Requires two 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.

**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 Specialist**

**Class Code: 4306**

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### 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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