



CITY OF MARTINSVILLE, VIRGINIA
JOB DESCRIPTION

JOB TITLE: CUSTOMER SERVICE REPRESENTATIVE	DEPARTMENT: UTILITY BILLING
REPORTS TO: UTILITY BILLING SUPERVISOR	CLASSIFICATION: GRADE 8
FLSA STATUS: NON-EXEMPT	DATE: 03/2012 (REVISED)

NATURE OF WORK

This is responsible office support work in the Utility Billing Division which involves responding to a high volume of customer inquiries/complaints regarding their utility accounts. Work requires responding courteously and effectively to customer inquiries, which are sometimes controversial or adversarial; work well under pressure, analyze customer needs, and provide exceptional customer service. Work includes explaining services, policies, and procedures, or directing customers to appropriate individuals, departments or agencies.

Work involves responsibility for responding to and follow-up on citizens' inquiries/complaints, accuracy in placing and answering calls and inquiries, remembering names and office locations of personnel to achieve satisfactory problem resolution and providing general receptionist services. Work requires public contact, mental alertness, tact, accuracy, discretion and confidentiality in handling delegated administrative details. Work is performed in accordance with established practices under the general supervision and review of the Utility Billing Supervisor and is subject to review by the Director of Utilities.

EXAMPLES OF WORK

Answers telephone calls and greets all office customers; responds to inquiries from walk-in customers regarding utility service-related questions. Provides information pertaining to utility account information, utility service activation and/or disconnection, and other utility billing services and procedures.

Receives, reviews, and processes contracts for new utility service accounts; complete forms for terminations and mailing address changes; prepares and processes service orders for city services.

Responds to difficult complaint calls relating to billing policies or procedures; responds to personal and written inquiries and complaints relating to billing policies or procedures, and directs those that cannot be resolved to the Utility Billing Supervisor.

Inputs, retrieves, and updates customer data related to utility billing accounts. Documents complaints using computerized records. Maintains file for service orders.

Determines amounts of electric and water deposits; completes forms for banks for direct debit of customer accounts; completes forms for budget accounts; and completes forms for deposit agreements, and completes forms for senior water discounts.

Performs additional related duties as assigned.

MINIMUM QUALIFICATIONS OF WORK

High school graduation (or the equivalent), supplemented by courses in accounting and three to five years experience in customer service, maintenance of financial or billing records, and billing procedures; or any equivalent combination of experience and training which provides the following knowledge, skills and abilities may be considered:

Considerable knowledge of customer service and standard office methods, procedures and techniques, English grammar and punctuation. Considerable knowledge of departmental operations, policies, user fees, connection fees, and City codes and ordinances pertaining to billing operations, and delinquent accounts. Considerable use in operating a computer and word processing software to maintain complex records and files and to produce reports and routine correspondence.

Ability to respond courteously and effectively to customer inquiries, which are sometimes controversial or adversarial and work well under pressure. Ability to deal effectively with co-workers and the general public. Ability to evaluate and analyze customer needs and to provide exceptional customer service. Ability to answer questions, provide information, and give instructions with a clear, distinct, well modulated and pleasant voice. Ability to maintain a high level of attention to detail over extended periods of time; ability to perform duties accurately and efficiently under time sensitive deadlines. Ability to perform mathematical computations with speed and accuracy. Ability to understand and follow complex verbal and written instructions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

Essential physical abilities include: Sufficient clarity of speech and hearing or other communication capabilities, with or without reasonable accommodation, which permits the employee to communicate effectively on the telephone and in person; sufficient vision, with or without accommodation, which permits the employee to review, organize, and file documents and materials. Manual dexterity, which permits the employee to operate a personal computer and other office equipment.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderately quiet.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.