



City of Kingman, Arizona

Classification: Customer Service Representative
Department: Financial Services
Accountable To: Administrative Supervisor
Created/Revised Date: November 2015
FLSA Status: Non-Exempt **Salary Grade:** 204 **Band:** A **EEO4:** 6

GENERAL DESCRIPTION OF POSITION

Performs customer service work involving cashiering, monitoring and updating customer accounts. Works directly with utility customers in resolving utility billing complaints and inquiries using an automated utility billing system. This position has frequent contact with the City's utility customers telephonically and in person at service counter and performs general clerical functions to include cash receipts and collections.

SUPERVISION RECEIVED

Works under the general supervision of the Administrative Supervisor and the indirect supervision of the Financial Services Administrator.

SUPERVISION EXERCISED

None

ESSENTIAL DUTIES & RESPONSIBILITIES Essential Functions are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it.

- Serves and assists customers at service counter and on telephone in a professional and courteous manner; receives telephone calls and customer visits concerning utility billings or services; researches and resolves issues relating to the delivery of utility services; maintains customer account files.
- Pursues collection of delinquent utility accounts, including preparation and mailing of delinquent notices; prepares delinquent off and on service orders; establishes and monitors payment schedules; pursues recovery of bad debt.
- Receives and records payments; posts transactions to customer accounts; balances daily cash receipts.
- Processes service orders for utility disconnections, reconnections, new orders, and other service requests.
- Prepares corrected bills and appropriate billing adjustments and miscellaneous charges.
- Processes and sorts daily mail.
- Receives and routes incoming switchboard telephone calls.
- Process residential and commercial customer requests, utility payments, address changes and service terminations through the telephone or in person for water, wastewater and sanitation services.
- Assists customers with determining the services they need or referring them to the correct department.
- Interacts frequently with the public by phone and through service counter, resolving customer inquiries and/or complaints.
- Demonstrates considerable courtesy, tact and persuasion when dealing with customers who may become irate or distraught.
- Effectively and courteously communicates with the public both verbally and in writing.
- Works independently, referring very difficult or complex cases to Administrative Assistant II or the Administrative Supervisor.
- Performs general clerical functions in support of cash receipts and collections. Reconciles reports daily and verifies transactions for accuracy.

- Performs administrative duties such as updating various reports and records, updating information in HTE, preparing routine correspondence to customers concerning their accounts, and any other administrative duties as assigned.
- Responds to and resolves general inquiries and complaints from customers and other agencies regarding charges, delinquencies, refunds and services; Responds to complaint calls relating to policies and procedures; Creates and sends notifications to customers.
- Inputs, retrieves and updates customer data and account status into computerized system.
- Researches and prepares adjustments to accounts for incorrect billings, enters adjustments into billing system as directed.
- Communicates and acts in a professional manner with the public, co-workers, and work contacts.
- Regular attendance is an essential function of this job to ensure continuity.
- Performs all work duties and activities in accordance with City policies and procedures; follows safety policies and practices, works in a safe manner, and reports unsafe activity and conditions.

PERIPHERAL DUTIES

- Serves as a member of various employee committees.
- Performs other duties as required.

DESIRED MINIMUM QUALIFICATIONS

Education and experience:

- Graduation from high school or GED equivalent with specialized coursework in general office practices such as word processing, electronic spreadsheets and databases.
- One to two (1-2) years experience in utility customer service operation or equivalent experience.
- Cash handling and reconciliation experience preferred.
- Any combination of experience and training which demonstrates the knowledge and experience to perform the work.

Necessary Knowledge, Skills and Abilities:

Knowledge: Working knowledge of principles, practices and techniques of quality customer service; Computers and information systems; Office automation, practices and procedures; Cash handling processes; Basic knowledge of mathematics and recordkeeping principles and practices; English spelling, grammar and punctuation; Some knowledge of City operations, programs and activities; City's subdivisions and streets.

Skills: Skill in the operation and care of standard office equipment including computer and related software applications; Providing quality customer service both telephonically and in person; Prioritizing work and multi-tasking; Performing efficient and accurate data entry; Maintaining various records and files; Establishing and maintaining effective working relationships with co-workers and the public; Troubleshooting problems; Working in a team environment; Demonstrating proficiency to prepare documents, spreadsheets, databases, and email; Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Abilities: Ability to communicate effectively verbally and in writing the City's utility billing policies and procedures; Establish successful working relationships; Work under pressure and/or with frequent interruptions; Effectively meet and interact with the public; Work with irate or difficult customers and apply appropriate courtesy, tact and persuasion to effect constructive conclusion; Handle money appropriately and accurately; Perform arithmetic computations accurately and quickly; Maintain and utilize complex customer files; ability to understand and follow instructions; Work independently and to complete daily activities according to work schedule; Participate in teamwork productively.

SPECIAL REQUIREMENTS

- Valid Arizona Driver's License or ability to obtain within 6 months of hire.

WORK ENVIRONMENT

The work environment characteristics attached to the job description 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. See Physical Demands.

Expected Behavior/Quality of Services:

Excellence is the responsibility of everyone at the City of Kingman. We lead by our core values in constant pursuit of excellence:

Commitment – Dedicate oneself to consistent and excellent public service.

Innovation – Implement unique, creative and cost-effective solutions.

Communication – Communicate in a positive, honest and productive manner.

Integrity – Adherence to high ethical standards.

Diversity – Promote inclusiveness and impartiality throughout the organization.

Personal Responsibility – Take initiative to achieve excellence and accept accountability, uphold confidentiality, know when to report indiscretions and inappropriate actions even when it may be uncomfortable to do so, take responsibility for your work environment.

Respect – Demonstrate a high regard for others, support each other.

Teamwork – Promote and encourage cooperative efforts, open communication and trust, encourage positive feedback.

All City employees are expected to conduct themselves consistent and in support with the above values.

SELECTION GUIDELINES

Submittal/review of employment applications, screening/rating of application in relation to training and experience to job description and overall presentation and job history/stability, oral interview, reference and background check. Supplemental job related tests may be required.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description is subject to change as the needs and requirements of the position changes.

EMPLOYEE SIGN OFF

I have read through the job description and have a good understanding of the requirements for my performance in this position and find it to be an accurate description of the demands of this position. I acknowledge it is incumbent upon me to seek clarification from my supervisor/manager for any questions I may have regarding the requirement/responsibilities of my position. I also acknowledge that I can fulfill the essential functions of my position. Should I need to seek reasonable accommodations, I acknowledge I will contact my supervisor/manager or Human Resources to pursue options.

Employee Signature: _____

Date: _____

Employee Printed Name: _____