

# HEWITT TEXAS

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**Job Title:** Customer Service Specialist

**Department:** Utility Billing

**Location:** Community Services

**Reports to:** Utility Director

**Date:** 3/1/2018

<b>Grade:</b> 11	<b>Type of Position:</b> <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> Seasonal <input type="checkbox"/> Intern	<b>Classification:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	<b>Safety Sensitive:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**Job Summary:** Under general supervision, collects and processes City utility payments and other miscellaneous receipts. Performs clerical accounting duties involving routine calculations, verifications, and postings to compile financial data or records according to standard operating procedures. Provides a variety of customer service related activities in support of the utility accounts and billings processes.

**Essential Functions:** Work closely with utility customers to maintain their customer accounts to include new account set-ups; entering, revising, closing, transferring, and maintaining information in the accounts. Perform account maintenance on utility accounts to include processing name changes, addresses, account status or meter locations from work orders.

Greet the public in person or by telephone, responding to general inquiries and requests. Refer complex inquiries to the appropriate personnel, give directions, and take messages where appropriate. Explain city ordinances, policies, and billing procedures related to utility services.

Work as a cashier receiving utility payments, balancing cash drawer daily. Balance and post daily receipts for accounts receivable and prepare daily and weekly bank deposits. Process work orders, cut-off lists for non-pays, and maintain cut-off lists. Collect charges and unpaid balances. Mail customer bills and disconnect notices. Read meters and prepare leak reports.

Follow written and oral instructions, departmental policies, rules, regulations, and laws. Maintain effective working relationships with others. Behave in a manner conducive to high morale. Express enthusiasm for work assignments, environment, personnel, and management. Perform other related duties as assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Competencies:** Knowledge and skill of modern office practices, procedures, and equipment. Excellent customer service and communication skills. Basic understanding of cash receipt transactions. Basic computer skills using Microsoft Office products. Math skills. Ability to balance a cash drawer.

**Required Education, Experience, and Qualifications:** High school diploma or GED. Minimum of one year of cash handling experience in a retail, utility, or similar environment. Possess a valid Texas driver's license.

**Preferred Education, Experience, and Qualifications:** Bilingual is a plus.

**Physical Requirements:** Overall Strength Demands: The following describes the overall strength demand of the functions performed by the incumbent during a typical workday.

<b>Sedentary</b> <input type="checkbox"/>	<b>Light</b> <input checked="" type="checkbox"/>	<b>Medium</b> <input type="checkbox"/>	<b>Heavy</b> <input type="checkbox"/>	<b>Very Heavy</b> <input type="checkbox"/>
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10 to 20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

Physical Demand Codes: The following describe if the incumbent is expected to exert the following physical demands during a typical workday and the overall frequency.

Touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, and repetitive motions.

**Machines, Tools, and Equipment:** Multi-line telephone, personal computer, utility billing software, printer, copy machine, fax machine, calculator, and various other office equipment.

**Expected Hours of Work:** Days and hours of work are Monday through Friday, 8:00a.m. to 5:00p.m. Occasional early morning, evening and weekend work may be required as job duties demand.

**Work Conditions/Environmental Factors:** Generally works in a climate controlled indoor environment. May be exposed to dust, odor, and communicable diseases.

***This job description is not an employment agreement, contract agreement, or contract. Management has exclusive right to alter this job description at any time without notice***

Employee Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Employee Signature: \_\_\_\_\_