



JOB DESCRIPTION

Utilities Customer Service Representative

Date Prepared: March 2014

Class Code: 8530

SUMMARY: Under basic supervision, performs specialized clerical duties for City utilities; processes utility bills and payments, and provides information and assistance to customers.

ESSENTIAL FUNCTIONS: -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Interacts with the public in person, over the telephone or by e-mail while performing input and retrieval of billing information into automated utility billing system and automated cashing system. Interprets or explains divisional policies, procedures, regulations, codes, utility bills and fees, and current utility services to the public.
- Receives and prepares bill payments for utility services including gas, water and electric, and processes accounting transactions, customer documentation, final notices, disconnections, 48-hour call-ons, and new customer applications in compliance with all applicable policies, rules, and regulations.
- Prepares and balances bank deposit slips and receipts for cash and checks as required; verifies inputs and tabulates data to prepare charts, graphs, tables, reports and utility bills manually or by utilizing a personal computer, calculator or remittance process
- Compiles information and distributes finished material by mail, e-mail, facsimile machine, or by inter-office delivery.
- Monitors cash funds, receives monies, makes out receipts, reconciles and balances accounts or statements, and performs mathematical computations with a computer terminal, calculator, personal computer, or manually.
- Performs basic clerical duties, including data entry, record keeping, cash control, and file maintenance.
- Provides information and assistance to customers; responds to requests for information and resolves problems within the scope of authority; explains City policies and rates.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Education, Training and Experience Guidelines:

High School Diploma or GED equivalent; AND two years of customer service experience to include cashing, account collection and computer experience.

Knowledge of:

- City policies and procedures.
- Basic principles of record keeping and records management.
- Business and personal computers, and standard and specialized software applications.
- Customer service standards and protocols.

Skill in:

- Performing work with accuracy and attention to detail.
- Following verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS:

A valid California State Driver's License is required.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT:

Work is performed in a standard office environment.