

Job title: Customer Service Representative

City/Town of : City of Westminster

Category: Administration

Position hours: 8-5 Monday through Friday

Employee status: Full time

DUTIES:

This position is accountable for accurate billing and collection of payments for City water, sewer, electric and garbage. The maintenance of utility accounts and for extending excellent customer service to customers by answering questions and responding to and resolving problems and issues related to utility services and billings.

SUPERVISION:

Works under the general supervision of the City Clerk.

RESPONSIBILITIES:

Responsible for the collection of payments of all city utility services such as water, sewer, electric and sanitation.

Responsible for being the backup to utility billing.

Responsible for daily balancing of monies received during collection of payments.

Accountable for conveying a positive, courteous image to citizens by congenial response to inquires regarding issues involving utility usage, billing procedures, charges, and directing the public to other city offices.

Answers incoming telephone calls on multi-line phone system and responds to routine questions from the public or taking payments by phone.

Keeps up with the online payments received by running daily reports and crediting those customers for their payments.

Contributes to the proper collection of delinquent accounts by working with customers to resolve problems, making arrangements for payment, making contact with customers by phone or in person, and by determining which accounts require disconnection.

Gathers and presents information in the form of specific reports and data unique to the various departments in order to provide them with timely information essential to their continued efficient and cost effective operation

Following each billing cycle, contributes to the collection of accounts that are closed and difficult to collect by researching the accounts

Accountable to coordinate computer input and for report retrieval to ensure proper sequencing of utility billing such as meter entry, meter reading, updating customer listing, etc., thereby contributing to accurate billing and account status.

Accountable for properly setting up accounts, as well as computer entry of data concerning current, new and terminated utility accounts to ensure appropriate and accurate customer files and billing.

Provides clerical and secretarial services by composing and typing correspondence and other documents, maintaining department files, and providing support of other departments as needed.

Ensures correctness of billings and resolution of associated problems by dispatching crews to verify information and resolve discrepancies, i.e., readings, potential leaks, incorrect mailing addresses, verify vacancies, etc.

Ensures the appropriateness of new services of newly constructed homes.

Ensures that utility customers receive monies owed them in a timely manner by processing and refunding utility deposits.

Must be a notary or willing to become one.

Other duties as assigned.

QUALIFICATIONS:

Must have a valid SC driver's license

Must have a high school diploma or GED equivalent

Knowledge of QS1 software is a plus.

Salary Range:

\$39,520-\$45,760