



Title: Customer Service Specialist

Reports to: Utility Manager

FLSA Classification: Exempt; Full-Time

JOB SUMMARY

The following is a list of the duties and responsibilities of the above listed position. This list is not all-inclusive and can and will change. It is intended to give a brief description for the various contact for customers with the Utility on water and sewer billing inquiries, complaints and general utility information. As such, it is an important and highly visible role with extensive public contact.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Courteously and professionally greet and assist all telephone callers and walk-in utility customers, visitors, and vendors.
- Answer incoming telephone, email or facsimile inquiries and provide requested information and route the caller to the appropriate Utility personnel for follow-up.
- Open mail and payments for processing and distribute accordingly
- Process setting up new customer accounts and start/stop service requests
- Process sewer assessment requests for title companies
- Manage hydrant meter rental requests and deposits
- Manage the computerized customer-based work order system and distribute work orders to the water department head for processing. Complete returned work orders in the system when they are returned, and follow-up with customers if needed. Distribute returned work orders initiated by other staff members for them to complete.
- Assist with processing utility payments and answering billing questions
- Consult with and seek direction from the Utility Manager on unique or unusual customer related circumstances where Utility policy may be affected.
- Continuously develop professional skills.



OTHER DUTIES AND RESPONSIBILITIES

- Daily Duties include: Opening all mail and date stamping each item that is not a customer bill payment; separating invoices and payments from other correspondence. Maintain the files of utility customers and their accounts, including water and sewer connection permit files. Position also must respond to customer emails and generate work orders, prepare connection permits and related record keeping. Obtain service agreements and establish account set-up fees for all new utility customers. Post all charges and fees to customer accounts. Preparation of all collected payments for deposit.
- Weekly Duties include scanning of all customer paperwork into correct account and maintaining neat and orderly utility office appearance. Flushing and other recurring work orders would also be issued weekly or as directed.

QUALIFICATIONS

- Minimum of three (3) years customer service experience, preferably in a utility billing office environment.
- High school diploma or GED.
- Computer literacy in Microsoft Office, internet and email, and customer service billing software.