

WATERTOWN MUNICIPAL UTILITIES

Job Title: Seasonal-Temporary Customer Service Representative

Reports To: Customer Service/Billing/Collections Supervisor



GENERAL DESCRIPTION

Under general supervision, performs customer service and data entry duties involving preparing and updating customer accounts, assisting in preparing monthly bills, and responding to customer inquiries.

ESSENTIAL FUNCTIONS

Answers and transfers telephone requests and relays information to the appropriate party.

Responds to customer inquiries and complaints; reviews and resolves high consumption complaints; may explain billing practices to customers; receives utility payments; prepares orders for change in service and turn offs and turn ons; answers inquiries on delinquent accounts.

Sorts and maintains reports, records and other materials.

Works at the counter and drive up, interacting with the public, taking customer payments, taking orders or filling out applications for transfer and termination of service, processing new customer applications and providing requested information.

Counts and balances drawer daily and opens and balances utility payments.

Reviews consumption data to spot meter malfunctions, errors and other problems and informs respective divisions of problems needing correction.

Sorts cash receipts by type of transaction; enters receipts into computer and updates files and maintains reports.

Performs related work as required and other duties as assigned.

REQUIREMENTS OF WORK

High school diploma or GED, supplemented by courses in accounting and/or financial management and clerical work experience, including public contact or any equivalent training and/or experience.

General knowledge and experience with Microsoft office programs, including Word and Excel, Outlook, Internet and billing software.

Excellent verbal and written communication skills.

Ability to deal tactfully and effectively with customers, the general public and coworkers to convey concise and accurate explanations of policies, procedures and requirements and maintain a positive attitude at all times.

Ability to maintain routine records and to perform arithmetic calculations quickly and accurately.

Knowledge of modern office practices, procedures and equipment.

Ability to establish and maintain effective working relations with other employees.

WORKING CONDITIONS

Work is performed in a standard office setting with normal conditions of heat, humidity, fumes, odors and dust and involves considerable public contact and occasionally responds to emergency situations. Must be able to sit for long periods of time and must occasionally reach, lift 15 – 25 pounds, balance, bend, stoop, squat, kneel, and walk.