

CITY OF NEEDLES POSITION DESCRIPTION

Position Title: Customer Service Representative I
Department: Customer Service Department
Prepared: January 2023

Job Classification: CLASSIFIED
Position Wage Range: \$15.99 (54A)

POSITION PURPOSE: Provides prompt and courteous service for customers requesting electric, water, wastewater, solid waste or other City services; receive and properly account for all revenues; respond to inquiries about service, rates, billing, collections, customer requirements, and account information with frequent supervisory assistance while gaining basic knowledge of customer service policies and procedures.

REPORTS TO: Business Office Manager

EXAMPLES OF RESPONSIBILITIES: (may include but not limited to):

- A. Ensure all revenues are promptly collected and properly accounted for by accepting payments, balancing cash drawers, preparing bank deposits and various reports, completing rate changes and debit/credit adjustments.
- B. Establish and maintain quality customer service by providing customers with information about billing, deposits, service requirements, rate options and various other utility programs both in person, over the telephone or in writing.
- C. Ensure customer satisfaction by courteously responding to inquiries about service, billing or other City activities, answering customer correspondence, explaining rate options, referring inquiries to proper employee when appropriate and dispatching customer service orders to the field in a complete and timely manner.
- D. Maintain accurate and complete customer record keeping by properly entering and updating customer information, preparing connects and disconnects, updating meter information, researching and processing account corrections.
- E. Evaluate credit history and deny or prepare payment extension agreements for customers who are experiencing financial difficulties.
- F. Assist in maintaining orderly office activities by performing clerical duties including filing, typing, updating of manuals, record storage, mail distribution, telephone coverage and similar responsibilities.
- G. Promote an environment that encourages team building by being cooperative and courteous, and assisting other employees with the completion of their responsibilities.
- H. Assist other City departments as assigned, and complete activities and projects which may include street, water, electric or other activities.
- I. Other job duties as assigned.

MINIMUM QUALIFICATIONS:

- 1. Two years of customer service experience desired.
- 2. Must be high school graduate or satisfactorily completed the General Education Development (G.E.D.) or have equivalent combination of training.
- 3. Must be able to type at not less than 40 words per minute, to operate an electronic calculator and similar office equipment.
- 4. Ability to operate a personal computer and mainframe computer terminal is required.
- 5. Must have strong math skills and be able to perform financial calculations.
- 6. A valid driver's license is required.
- 7. Must be willing to work periodic overtime.

APPLICATION: May be obtained at the City of Needles, 817 Third Street in Needles. Or on our website at www.cityofneedles.com