

JOB SUMMARY:

Customer Service Technician



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Position Opening:	26.26	Post Dates:	Open Until Filled
Classification Title:	Customer Service Technician		
Starting Hourly Rate:	Customer Service Technician I - \$17.51 Customer Service Technician II - \$19.57	<i>Pay is based on experience & education.</i>	
Location:	Administration Building - Customer Service		Page 1
Term of Appointment:	Regular/Full-time		
Probationary Period:	One (1) Year		

Job Summary

This role performs customer service related to utility billing, service requests, and account management. This position serves as the first point of contact for customers, resolving issues with professionalism and accuracy. Responsibilities include processing payments, managing service connections/disconnections, troubleshooting billing concerns, and ensuring accurate data entry in the utility system.

Essential Tasks. Other duties may be required and assigned.

- Performs a variety of customer service and administrative duties related to utility services, including responding to inquiries, processing payments, establishing new accounts, generating work orders, and preparing daily deposits. Participates in training to develop knowledge of departmental procedures, billing systems, and payment processing for utilities and other city services.
- Addresses customer concerns and inquiries, resolve issues within the scope of authority or refer to the Customer Service Manager as needed.
- Assist customers with non-delinquent tax collections by explaining due dates, payment options, and potential penalties.
- Provides information and guidance on utility usage, billing, and potential leaks to help customers better understand their accounts.
- Performs basic utility billing calculations, including fees calculation and detail of fee definition and calculates billing adjustments and completes Cycle 4 billing.
- Access the meter software to assess meter activity for leaks and malfunctions.
- Handles initial customer complaints within scope of knowledge or refers customers to appropriate manager/City department for resolution. Assists customers with non-delinquent tax collections, explaining due dates and potential penalties. Educates customers on utility leaks, usage, and billing.

Knowledge, Skills, & Abilities Required

- General knowledge of State and City laws, rules, and regulations related to utility billing.
- Proficient with computers, including requisite software (particularly Microsoft Excel and Word).
- Strong verbal and written communication skills.
- Knowledge of office practices, procedures, systems, and equipment.
- General knowledge of accounting principles/techniques to include:
 - Accounts receivable/billing procedures.
 - ACH and credit card processing procedures/guidelines and methods used to handle, receipt, record, and maintain money received and disbursed.

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- Mathematical computations quickly and accurately.
- Ability to exercise sound judgment in decisions related to department rules, policies, and regulations.
- Ability to work independently while collaborating effectively within a team environment and maintaining positive working relationships.
- Ability to analyze data for patterns and irregularities. *Ex: leaks and reading errors, to ensure the customer is billed correctly.*
- Prioritize work, meet deadlines, and perform in a multi-tasking environment.

Reports to:

Customer Service Manager.

Physical Demands and Work Environment

Physical Demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Work is generally performed in an office environment during standard business hours, though attendance at early morning/evening meetings may be required with additional off-hour assignments. Work tasks involve periods of standing, sitting, and kneeling. Occasionally lifts and carries such items as records and office supplies of moderate weight of up to 20 pounds. While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle controls; and talk and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand, walk, and stoop. The employee must regularly lift and/or move up to 10 pounds. Specific vision requirements by this job include close vision and the ability to adjust focus.

Minimum Qualifications

- High school diploma or GED equivalent.
- Minimum two (2) year experience with customer service, cashiering, clerical work, utility billing or a related field preferred.
- Strong effective written and verbal communication skills.
- Must be eligible to obtain a Notary Public commission and obtain the Notary Public certification within the first 30 days of employment.
- Ability to maintain a professional, responsive, and courteous demeanor in all interpersonal relations.
- Proficient computer skills, including proficiency in Microsoft Office applications and ability to learn specialized software programs.
- Working experience with Tyler InCode Utility and Cash Collections modules, and Sensus Analytics a plus.

Application must be completed in full to be considered.

This position requires pre-employment, post-accident, and random drug screening.

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