

**CITY OF PERRY, GEORGIA
JOB ANNOUNCEMENT**

POSITION OPENING: 22-12 **Post Dates:** 9/9-9/23/2021

Classification Title: **Customer Service Technician Trainee**
 Customer Service Technician I
(Hiring for one position – classification and pay will depend on the selected candidate’s experience and qualifications)

Salary Range: \$30,000-\$46,100 (Customer Service Technician Trainee)
 \$35,200-\$54,000 (Customer Service Technician I)

Location: City Hall – Customer Service

Term of Appointment: Regular full-time

Probationary Period: 12 months

JOB SUMMARY:

Customer Service Technician Trainee

This position is responsible for learning the scope of duties related to accounting services in support of the utility billing operations of the City. These duties include establishing and maintaining account information, assisting customers with account questions, maintaining related files and records, contacting customers to collect on delinquent accounts, initiating action for non-payment, and receiving and posting payments received in the mail and online.

Customer Service Technician I

This is the entry-level (non-trainee) classification in the Customer Service Technician job series, responsible for providing accounting service duties to support the utility billing operations of the City. These duties include establishing and maintaining account information, assisting customers with account questions, maintaining related files and records, contacting customers to collect on delinquent accounts, initiating action for non-payment, and receiving and posting payments received in the mail and online.

ESSENTIAL TASKS:

Customer Service Technician Trainee

- Receipts all types of payments for utilities, non-delinquent taxes, activation fees, business license invoices, and others with the correct receipt code.
- Prepares daily deposits for workstation and Jack machine (including merchant capture process).
- Establishes customer accounts and new meter/construction accounts.
- Generates work orders in appropriate system.
- Processes penalties and cutoffs, as well as extension arrangements.
- Calculates billing adjustments and completes Cycle 4 billing.

Customer Service Technician I

- Provides exceptional customer service.
- Performs basic utility billing calculations.
- Assesses meter activity for leaks and malfunctions.
- Assists customers with non-delinquent tax collections, explaining due dates and potential penalties.
- Handles initial customer complaints within scope of knowledge or refers customers to appropriate manager/City department for resolution.
- Educates customers on utility leaks, usage, and billing.

KNOWLEDGE, SKILLS, & ABILITIES REQUIRED FOR POSITION:

Customer Service Technician Trainee

- Knowledgeable in basic math.
- Familiar with basic office software systems.
- Ability to handle irate customers.
- Ability to meet deadlines.

Customer Service Technician I

- General knowledge of accounting and bookkeeping principles/techniques.
- General knowledge of State and City laws, rules, and regulations related to utility billing.
- Ability to operate a standard workplace computer, including requisite software (particularly Microsoft Excel and Word).
- Knowledge of office practices, procedures, systems, and equipment.
- Knowledge of accounts receivable/billing procedures.
- Knowledge of ACH and credit card processing procedures/guidelines.
- Knowledge of methods used to handle, receipt, record, and maintain money received and disbursed.
- Ability to exercise sound judgment in decisions related to department rules, policies, and regulations.
- Ability to make mathematical computations quickly and accurately.
- Ability to analyze data for patterns and irregularities.
- Ability to deal with the public tactfully and courteously.
- Ability to prioritize work, meet deadlines, and perform in a multi-tasking environment.
- Ability to establish and maintain effective working relationships.
- Ability to communicate effectively orally and in writing.
- Ability to work independently to carry out assignments to completion.

SUPERVISION RECEIVED AND/OR EXERCISED:

Position reports to and is evaluated by the Customer Service Manager.

PHYSICAL DEMANDS:

Class E criteria job demand.

WORK ENVIRONMENT:

Work is performed in an indoor office environment, with some on-call tasks required.

MINIMUM QUALIFICATIONS:**Customer Service Technician Trainee**

- High school diploma or state-issued GED.
- Notary Public-eligible.
- At least 1 year of experience providing support to customers.
- Experience handling deposits.
- Ability to maintain a professional, responsive, and courteous demeanor in all interpersonal relations.
- Ability to learn specialized software programs.

Customer Service Technician I

- Successful completion of one-year probationary period as a Customer Service Technician Trainee or equivalent professional experience.
- Notary Public.
- Proficiency in InCode Utility and Cash Collections modules, as well as Sensus Analytics.

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

**THE CITY OF PERRY IS AN EQUAL OPPORTUNITY EMPLOYER
AND A CERTIFIED DRUG FREE WORKPLACE**