

# Customer Service Representative/ Administrative Assistant 3001

**Grade: 14**

**Reports to (Primary):** Director of Office Administration

**(Secondary):** Executive Assistant/Human Resources Coordinator

**Classification:** Non Exempt

**Division:**

Utilities/Public Works

**Date:** 6-1-08

**Approved:**

10-21-08

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## Job Summary:

Under general supervision performs customer service and clerical duties to assist in the operation of the District's Utilities and Public Works Departments. Work involves answering customer calls, processing mail, customer information, utility payments, deposits, refunds, work orders, and locates. Assists the Billing Clerk with monthly billing and performs other work as required.

## Essential Job Functions

1. Process utility payments and posts to proper accounts.
2. Issues receipts and necessary paperwork to customers.
3. Processes daily work orders and data enter on-call nightly work orders for tracking purposes.
4. Process and disperse all mail accordingly.
5. Accepts changes and modifies customer billing information.
6. Provides information in person and by telephone regarding services of the District.
7. Informs customers of District rules, policies and procedures, and regulation fees.
8. Works with customers to resolve billing questions, problems, disconnect notices, etc.
9. Open and close residential and commercial accounts.
10. Collect and process customer payments.
11. Receives and processes applications for new services; residential, commercial, temporary meters, bulkwater, dispensed water, etc.
12. Process meter change outs in billing system.
13. Processes changes to customer files.
14. Assists utility customers with online process.
15. Issues Purchase Order numbers.
16. Backup to process general fund and utility fund invoices for approval and payment
17. Processes and assembles data for computer input.
18. Performs general secretarial functions.
19. Operates calculator, personal computer, and other standard office equipment.
20. Researches and corrects errors in customer accounts.
21. Creates customer letters and other work associated with collecting monies owed to the District from inactive accounts.

### Additional Job Functions

Use computer software; such as MS Outlook, Word, Excel, and other software essential to job functions.

Assists the Billing Clerk with monthly billing process.

Performs other tasks as assigned by the supervisor.

### Qualifications

Requires a high school diploma with two to three years of experience in administrative work; or any equivalent combination of education and experience that provides the required knowledge skills and abilities to perform job. General knowledge of standard office procedures, practices, and equipment. General knowledge of utilities service connection and termination procedures, billing, collecting, and adjustments. The ability to understand and follow oral and written directions. The ability to establish and follow detailed work procedures. Skilled in the use of a variety of office machines and computer equipment. The ability to establish and maintain effective working relationships with District residents and customers. A valid Florida driver's license is required.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of automated office machines including computers, copiers, calculators, envelope stuffer, postage machine, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time, but may involve walking or standing for brief periods of time. Work is rated as light work.

**Manual Dexterity:** Requires the ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have eye, hand, and foot coordination.

**Motor Coordination:** Requires the ability to coordinate hands and eyes in using automated office equipment; requires ambulatory coordination for field visits.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Color Discrimination and Visual Acuity:** Requires the ability to differentiate colors and shades of color. Requires the visual acuity to determine depth perception and peripheral vision.

**Data Analysis/Use:** Requires the ability to compare and/or judge the readily observable functional, structural, or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things. Prepare and analyze written or computer data, etc

**Interpersonal Communications:** Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from superiors.

**Language Ability:** Requires the ability to read a variety of reports, records, forms, etc. Requires the ability to prepare cash reports, deposit slips, and other related forms using prescribed formats. Requires the ability to speak to people with poise, voice control and confidence.

**Physical Communication:** Requires the ability to talk and/or hear (talking - expressing or exchanging ideas by means of spoken words; hearing - perceiving nature of sounds by ear.)

**Intelligence:** Requires the ability to learn and understand relatively complex principles and techniques to make independent judgments in absence of supervision and to acquire knowledge of topics related to primary occupation.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, and follow oral and written instructions. Must be able to communicate effectively and efficiently in standard English.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; add and subtract, multiply and divide totals. Determine percentages and decimals and statistical analyses, etc.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress when confronted with persons acting under stress.

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, policies, and procedures of the Utilities Department as they pertain to the performance of duties of the Customer Service/Administrative Assistant. Has thorough knowledge of the principles, practices, goals, and programs of the department. Has thorough knowledge of local, State, or Federal regulations that apply. Has thorough knowledge of customer accounting, including billing practices and procedures, bookkeeping involved in the collection of customer accounts, policies relating to the connecting and disconnecting of customer utilities. Is able to organize and present technical information clearly and concisely to various groups and individuals. Is able to make sound, educated, independent decisions. Is able to effectively communicate with various types of groups and individuals such as board members, department employees, co-workers, trainees, sales representatives, civic and governmental leaders, computer consultants, and the general public. Is able to use judgment and discretion in carrying out duties and responsibilities. Have the verbal ability to make effective presentations and prepare effective reports, and the mathematical ability to carry out needed calculations accurately and quickly. Have good human relations and technical skills.

**Quality of Work:** Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interface with all departments and divisions, co-workers and the general public.

**Quantity of Work:** Maintains effective and efficient output of all duties and responsibilities as described under "Essential Job Functions."

**Dependability:** Assumes responsibility for doing assigned work and for meeting deadlines. Completes assigned work on or before deadlines in accordance with directives, policy, standards and

prescribed procedures. Accepts accountability for meeting assigned responsibilities in the technical, human and conceptual areas.

**Attendance:** Attends work regularly and on time with minimum tardiness and absences. Adheres to policies and procedures regarding absences and tardiness. Provides adequate notice to higher management with respect to vacation time and time-off requests.

**Initiative and Enthusiasm:** Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be done and initiates proper and acceptable direction for the completion of work with minimal supervision and instruction. Conveys initiative and enthusiasm to others. Anticipates potential problems and needs and recommends or initiates appropriate preventive or corrective action.

**Judgment:** Exercises analytical judgments in areas of responsibility. Identifies problems or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to problems or situations. Implements decisions in accordance with prescribed and effective policies and procedures. Seeks expert or experienced advice and researches problems, situations and alternatives before exercising judgment.

**Cooperation:** Accepts supervisory instruction and direction; strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified; i.e. poor communications, variance with policy or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation between all staff persons and departments within the organization and personally demonstrate a cooperative and collegial attitude.

**Relationships with Others:** Shares knowledge with supervisors and staff for mutual benefit. Contributes to maintaining high morale among employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions, and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

**Coordination of Work:** Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology; avoids duplication of effort. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Attends meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules. Maintains a calendar for meetings, deadlines, and events. Is sensitive to work schedules of others.

**Safety and Housekeeping:** Adheres to all safety and housekeeping standards established by the organization and various regulatory agencies. Sees that the standards are not violated. Maintains a clean and orderly workplace.

**District Policy and Procedures:** Adheres to all rules and regulation pertaining to the District policy manual. Also responsible for knowledge of any update to the District policy manual.

**DISCLAIMER:** This job description is not an employment agreement or contract. The Board of Supervisors reserves the exclusive right to alter the job description at any time without notice except as may be required for Board approval of a policy revision.