



TITLE: Customer Service Representative I
JOB CODE: 3001
GRADE: 104
DEPARTMENT: Utilities
REPORTS: Director of Office Administration or Designee
FLSA STATUS: Non-Exempt
CLASSIFICATION: Essential
CREATION DATE: October 21, 2008
REVISION DATE(S): June 1, 2010; April 2, 2013; December 5, 2017; July 12, 2022; January 9, 2024; July 8, 2025

POSITION SUMMARY

Under general supervision performs customer service and clerical duties to assist in the operation of the District's Utilities Departments. Work involves answering calls, processing mail, utility connection documents, customer payments, deposits, processing account information, refunds, service, and assisting with other administrative tasks.

DUTIES & RESPONSIBILITIES

The following duties are illustrative for this position. The omission of specific duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. Essential functions indicated with an *.

- Provides customer service by taking immediate action to incoming requests, maintaining high levels of quality and productivity and generating innovative solutions to work processes. *
- Provides information in person, by telephone and e-mail to customers and members of the public regarding services, rules & regulations, fees, policies, and procedures. *
- Ensure that appropriate actions are taken to answer customer questions, concerns or transfer calls to appropriate staff for resolution. *
- Accepts changes and makes necessary modifications to customer utility accounts in the billing software. *
- Assists customers with billing questions and researches the billing software to collaborate with billing staff to resolve any inconsistencies in customers' accounts. *
- Receives and processes applications for new customers and completes the termination process according to the different types of accounts and services. *



- Assists utility customers with payment options online and on phone systems. *
- Create letters to customers for all processes related to customer service and utility billing. *
- Completes balance transfers within the billing software*
- Processes customer utility payments and issues receipts according to policies and procedures. *
- Receives daily mail and processes customer correspondence and distributes other mail accordingly. *
- Initiates, processes, and schedules service orders. *
- Assists with district and customer records according to the State of Florida General Records Schedule GS1-SL and GS-14.
- Assists the billing staff with clerical tasks.
- Serves as back up for administrative duties related to on-call and locates.
- Attend meetings as needed.

MINIMUM REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- Requires a high school diploma or GED equivalent with two to three years of experience in customer service, billing software, and administrative work or any equivalent combination of education and experience that provides the required knowledge skills and abilities to perform this job.

Certifications, Licenses, Registrations:

- Possession of a valid State of Florida driver's license.

Knowledge, Skills & Abilities:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Excellent communication skills including active listening.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.



- Ability to understand and follow oral and written directions of office procedures.
- Ability to maintain calm in pressure situations and adapt quickly to change.
- Ability to communicate in a courteous and professional manner during challenging customer situations.
- Ability to create and edit documents in Microsoft Office Suite, Word, Excel, and other related software.
- Ability to access, input and retrieve information from a computer.
- Ability to make mathematical calculations with reasonable speed and accuracy.
- Ability to operate a variety of automated office machines including computers, copiers, scanners, calculators, postage machines, etc.
- Ability to establish and maintain effective working relationships with employees and the public.

PHYSICAL DEMANDS

While performing the duties of this job, the employee is regularly required to sit, talk, hear, and use hands to finger, handle, or feel, reach with hands and arms. The employee is required to sit most of the time but occasionally is required to walk, stand, stoop, and crouch for brief periods of time. The employee may lift and/or move up to 10 lbs. Specific vision abilities required by this job include close vision and ability to adjust focus. The noise level in the environment is usually moderate.

DISCLAIMER

This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice except when a policy revision is needed, in these cases the job description must go to the Board of Supervisors for approval.