

Title: **Customer Service Specialist – Utility Billing**

Department: Finance Department

Reports To: Chief Financial Officer / Assistant City Manager

FLSA Status: Non-exempt



POSITION SUMMARY:

The primary purpose of this position is to provide professional, quality customer service while performing utility billing functions. The Utility Billing Customer Service Specialist, at times, operates in a fast-paced environment with a high volume of telephone calls and must possess integrity, dependability, time management and organizational skills.

The essential functions of this position are not intended to describe, in detail, the multitude of tasks that may be assigned but rather to give the associate a general sense of the responsibilities and expectations of the position. As the City's demands change so will the essential functions of this position.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

ESSENTIAL FUNCTIONS:

Under general supervision, the Utility Billing Customer Service Specialist:

- Completes cashiering duties
 - Accepts and accurately processes utility and miscellaneous payments both by phone and in-person.
 - Receives, receipts and records payments.
 - Receives deposits and fees,
 - Balances the cash drawer and prepares the bank deposit to match end of day reports.
 - Reconcile cash drawer daily between 8:00am and 8:30am. The drawer shall be reconciled, payments posted to accounts, supporting paperwork turned in and be prepared to take payments by 8:30am.
 - Type memos, forms, and run various reports as required.
 - Coordinate and monitor payment arrangements and irrigation variances for water customers.
 - Ensure timely and proper meter readings for all utility accounts and utility meters.
 - Mail monthly leak notices to customers with possible leaks.
 - Mail monthly statements, monthly late notices and billing inserts.
 - Process service disconnections, service connections with appropriate deposits, name and address changes and other requests as per customer written requests.
 - Follow-up on customer inquiries to ensure satisfactory completion.
 - Maintain utility account security.
 - Provide the number of solid waste customers and number of additional cans monthly to contracted service provider. (House counts)
 - Process utility water usages and records.
- Provides professional, quality customer service at all times
 - Greets and assists customers and city staff as well as manages the flow of information.
 - Support the department by answering questions from citizens, applicants, handling correspondence, writing memos and letters, making copies, utilizing computer programs and software, generating and distributing reports for the department and assisting administrative staff of the office.

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- Answers customer questions and provides general assistance with problems, concerns, and inquiries regarding utility accounts, payments, etc.
- Responds timely to questions/complaints, researches problems and initiates problem resolutions.
- Follow-up on all customer and employee inquiries and requests timely.
- Receives and processes customer requests, including but not limited to, researching city ordinances, resolutions, minutes, other city records, utility service orders (ie. water leaks) garbage can delivery scheduling and missed garbage service.
- Assist in scheduling reservations and arrangement for the Community Center and meeting room.
- Conduct research for city staff as directed.
- Answers all incoming telephone calls and forwards to the correct party or takes detailed messages and sends via electronic mail to the correct party. (Secondary phone answerer)
- Completes numerous administrative services by typing, proofreading and preparing reports, maintaining office equipment and supplies, completing numerous clerical and secretarial services, providing assistance to other departments and special projects.
- Receive, research and answer customer inquiries and requests regarding accounts, rates and services.
- Prepare and route correspondence and reports as directed.
- Operate copy machines and related tools and equipment.
- Performs all other duties as assigned.
- Performs other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.
- Ensure the front door is unlocked promptly at 8:30am.
- Ensure the front door is locked promptly at 5:00pm, not earlier.

PHYSICAL DEMANDS:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-20 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Some tasks involve climbing stairs.

QUALIFICATIONS AND REQUIREMENTS:

The Customer Service Specialist must have the ability to effectively manage multiple tasks, in a fast-paced environment, simultaneously and independently in a timely manner. The candidate must be able to demonstrate knowledge and proficiency of computer operations and Microsoft Office.

The Customer Service Specialist must have extremely strong organizational skills, excellent time-management skills, and the ability to communicate effectively and efficiently with the public and city staff courteously and tactfully, remaining professional at all times. The candidate must possess and continue to possess the ability to follow both written and verbal instructions.

The candidate must bear a high level of integrity and dependability.

- Ability to work under pressure and demonstrate professionalism in challenging situations.
- Ability to multitask, plan and organize work.

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- Ability to utilize a variety of data sources such as the City website and other sources as needed.
- Ability to finish tasks in a timely manner.
- Ability to research and analyze utility accounts and develop an approach to problem resolution.
- Ability to problem solve.
- Knowledge of basic utility accounting, water meter operations and irrigation systems.
- Exercise sound judgement, decisiveness and creativity in various situations.
- Ability to communicate effectively and efficiently with a variety of individuals with diverse backgrounds and interests and exhibit a willingness to help.
- Ability to effectively listen to and follow directions, both verbal and written.
- Ability to safeguard sensitive information from intentional or unintentional disclosure.
- Ability to establish and maintain working relationships with co-workers, other staff and the general public.
- Skilled in the use of a personal computer and related equipment.
- Skilled in the use of a ten-key calculator, typewriter, copy machine, and other office equipment.

Knowledge of public administration and governmental operations and policies is a plus.

Minimum 2 years' administrative/ customer service-related experience is **required**.

Minimum 2 years' cash handling experience is **required**.

High School diploma or GED is **required**.

Must possess a valid Texas driver's license. Must pass pre-employment screenings.

GENERAL INFORMATION:

Reports to: Chief Financial Officer / Assistant City Manager

The position is a full-time FLSA non-exempt position.

Salary range is \$17.00 - \$20.00 per hour, commensurate with qualifications and relevant experience.

TMRS Retirement. 7% employee contribution with a 2 to 1 employer match. Vested after five years of service. TMRS provides 1x your annual salary in life insurance benefit. Employees are retirement eligible upon vesting and at least age 60 or with 20 years of service credit at any age as well as restricted prior service credit.

12 paid holidays.

100% of employee health, dental vision, life, telehealth, short/long term disability benefits paid.

For more information regarding all of the benefits offered by the City of Van Alstyne please review our [Summary of Benefits](#)

Candidates **MUST** successfully complete an extensive background check (including credit/criminal history), drug screening and pre-employment physical. All candidates **MUST SUBMIT CITY APPLICATION** and resume to be considered to: City of Van Alstyne, Attn: Human Resources, P.O. Box 247, Van Alstyne, Texas 75495-0247.