

Customer Service Specialist – Utility Billing

Department: Finance

Reports To: Senior Finance Manager/Finance Generalist

FLSA Status: Non-exempt



Van Alstyne is a growing, thriving community with deep historical roots. We have experienced accelerated population growth over the last several years and will continue to experience more in the future. As a result, we are growing our staff and seeking individuals with the desire to grow with us.

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.

ESSENTIAL FUNCTIONS

- Answer phones, greet and assist customers while providing professional, quality customer service at all times.
- Accept and accurately process utility and miscellaneous payments both by phone and in-person.
- Receive, research and answer customer inquiries and requests regarding accounts, rates and services. Follow-up on customer inquiries to ensure satisfactory completion.
- Balance the cash drawer and prepare the bank deposit to match end of day reports.
- 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 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.
- Process utility water usages and records.

QUALIFICATIONS

- High School diploma or GED is required plus 2 years of administrative/ customer service-related experience is required.
- Must possess a valid Texas driver's license.
- Must pass pre-employment screening.

KNOWLEDGE AND SKILLS

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.

- Exceptional customer service skills and experience. Ability to communicate effectively and efficiently with a variety of individuals with diverse backgrounds and interests and exhibit a willingness to help.
- Strong organizational skills and time management abilities
- Strong research and problem solving skills
- Ability to exercise sound judgement, decisiveness and creativity in various situations.
- Ability to effectively listen to and follow directions, both verbal and written.
- Ability to safeguard sensitive information from intentional or unintentional disclosure.
- Skilled in the use of a personal computer, computer software, and Microsoft Office applications.
- Knowledge of basic utility accounting, water meter operations and irrigation systems a plus

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PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical and work environment characteristics described in this description are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions or as otherwise required by law. Employees needing reasonable accommodation should discuss the request with the employee's supervisor or Employee Services. This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing and speaking. Occasionally requires walking, stooping, and kneeling. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Must possess adequate visual acuity and hearing ability sufficient to read, write, hear, and speak clearly in person and by telephone.

GENERAL INFORMATION

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

Salary range is 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.