

**Position Description**

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

**Job Title: Customer Service Representative**

**Department:**  Finance Department

**Reports To:**  Finance Director

**Pay Grade:** 103

**FLSA Status:**  Non-Exempt

**JOB SUMMARY**

Skilled and responsible work assisting customers in processing payments, deposits, permits and other planning and accessing services.

**ESSENTIAL JOB FUNCTIONS:**

* Processes payments, deposits, permits and services.
* Handles delinquent accounts and resolves customer account disputes.
* Maintains customer accounts.
* Secures cash, daily work, safe and vault at the end of work day.
* Serves as primary contact to answer, screen, research, inform, advise, record, process, and follow-up all customer requests efficiently and expeditiously as received by phone, mail or personally from citizens, elected officials, agencies, City employees, and clients.
* Identifies and addresses commercial and residential customer service problems.
* Prepares reports pertinent to customer needs.
* Obtains and enters customer service information into a customer information system.
* Provides consultation, conflict resolution, and referrals within area of expertise.
* Coordinates services provided by outside vendors, and monitors vendor performance.
* Prepares reports upon request.
* Establishes and maintains customer service records, creates on/off work orders and coordinates with field personnel to ensure timely completion of expected service.
* Attends work on a continuous and regular basis.
* Performs other assigned duties.

**MINIMUM REQUIREMENTS TO PERFORM WORK:**

* High School Diploma or equivalent.
* Two (2) years of experience in public contact, customer service relations, retail, banking, call centers, or billing.

**Licenses, Certifications or Registrations:**

* None.

**Knowledge, Skills and Abilities:**

* Knowledge of office practices and procedures, business English, spelling, and commercial arithmetic.
* Knowledge of or ability to learn utilities billing and records policies and procedures.
* Knowledge of computers and relevant software.
* Skill in use of computer terminals, printers, calculators, 10-key adding machines, scanners and imaging equipment.
* Ability to prepare, file, track, monitor, and retrieve customer service records.
* Ability to prepare and maintain records and reports.
* Ability to effectively manage flexible work schedules.
* Ability and willingness to remain flexible, positive, and productive in a changing environment.
* Ability to work under pressure and maintain high level of accuracy.
* Ability and willingness to work with customers on a daily basis and remain composed in stressful encounters.
* Ability to use good interpersonal skills through written communications and through oral communications on the telephone and in person.
* Ability to work effectively with elected officials, co-workers, charter officers, department heads, representatives of other agencies, other city employees, and the general public in a team environment.

**PHYSICAL DEMANDS:**

The work is sedentary work: exerting up to 10 pounds of force occasionally and negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Additionally, work requires: balancing, climbing, crawling, crouching, feeling, fingering, grasping, handling, hearing, kneeling, lifting, mental acuity, pulling, pushing, reaching, repetitive motion, speaking, standing, stooping, talking, visual acuity, and walking.

**WORK ENVIRONMENT:**

* Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as office or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations, and traffic signals when driving.

*The City of High Springs has the right to revise this position description at any time, and does not represent in any way a contract of employment.*

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Employee Signature Date

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Supervisor (or HR designee) Signature Date