
JOB TITLE:	SENIOR CUSTOMER SERVICE REPRESENTATIVE
DEPARTMENT:	FINANCIAL
REPORTS TO:	ACCOUNTS PAYABLE SUPERVISOR
POSITION NUMBER:	W44000-03
STATUS:	NON-EXEMPT

POSITION SUMMARY

This is a clerical/administrative position responsible for a variety of tasks including collection of payment for all city departments, month end utility billing, incident reporting, customer service to the public and general office support.

MAJOR DUTIES AND RESPONSIBILITIES

Daily

- Heavy customer service for general public inquiries over the phone or in person
- Maintain cash receipts, cash deposits and reconciliation
- Accepts and posts payments to accounts in an accurate and timely manner
- Account Maintenance and process all connects/disconnects
- Responsible for recording incident reports from the general public to the Public Works department
- Assists in reporting for all daily receivables
- Distribute incoming faxes
- Mail pickup and distribution
- Handle updating and maintenance of Property Tax and Utility Billing Accounts
- Performs other duties as assigned

Monthly

- Apply penalties to water accounts
- Perform post billing procedures
- Run Activity Register – Adjustment, Consumptions, Water Deposit Refunds
- Ordering Office Supplies
- Load handheld for water meter reading; export/import meter reading from Auto Read Program
- Maintain master water meter reads
- Process water leak adjustments
- Process NSF checks including correspondence to customer
- Verify the unattached locations in Utility Program
- Process meter change out and Utility Program
- Performs other duties as assigned

(Senior Customer Service Rep –continued)

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of basic bookkeeping and/or accounting. Knowledge and efficiency in office methods and procedures, including filing, record keeping and reporting systems. Working knowledge of desktop computers, Microsoft Office applications, Accounting Software, and other related software applications. Basic arithmetic skills. Working knowledge of Utility billing system. Must have good written communication skills including use of proper English, spelling, grammar and punctuation, and an ability to compose routine correspondence. Ability to deal tactfully and courteously with customers, the public and staff. Ability to multi-task. Ability to establish and maintain effective working relationships with the general public, co-workers, city officials, regulatory agencies and personnel and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability, sexual orientation or political affiliation. Ability to serve the public and fellow employees with honesty and integrity in full accord of all city ethics and conflicts of interest policies.

MINIMUM QUALIFICATIONS

High School Diploma or GED

One (1) to (2) Years in Community College or Technical School preferred

Two-to-three years of experience in customer service, office administration or accounting support functions sufficient to demonstrate the ability to perform the required duties and work in an independent manner

Valid Georgia Driver's License must be maintained during employment

The City of Auburn is an Equal Opportunity Employer, Drug Free Workplace