

**CITY OF DURANT  
JOB DESCRIPTION**

Title: **Customer Service Representative**  
Department: Utility Billing  
Reports To: Utility Billing Manager FLSA Status: Non-exempt

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**POSITION SUMMARY**

This position provides support to the Utility Billing Department; and provides responsive, courteous, and efficient customer service to patrons.

**ESSENTIAL FUNCTIONS**

*The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. To perform this job successfully, an individual must be able to perform each duty satisfactorily. Other duties may be required and assigned.*

1. Provides first-line customer service to internal and external customers; greets, receives, and screens visitors and customers.
2. Addresses and resolves customer questions/concerns as able and refers complex inquiries, requests, or complaints to appropriate staff.
3. Answer customer questions and concerns regarding utility bills/payments and regarding connection and disconnection of utility service.
4. Establishes or modifies accounts requests for new service and changes in service; monitors past due utility accounts.
5. Prepares and processes work orders for the Public Works Department for service needs across multiple divisions. Closes out work orders upon completion of work.
6. Receives and processes all payments received by the City, applying payment to proper account and providing receipt of transaction when necessary.
7. Creates credit card and bank draft applications for ACH payments.
8. Verifies and balances all payments received, accounts billed, and cash drawer daily.
9. Sets up a payment plan and special pay arrangements, as directed by the Utility Billing Manager.
10. Sorts, copies, and distributes a variety of correspondence, deliveries, and mail; opens, logs, and routes office mail; retrieves, delivers, and sends faxes.
11. Other duties as assigned.

**KNOWLEDGE SKILLS AND ABILITIES**

1. Knowledge of administrative policies and procedures of the City.
2. Ability to establish and maintain accurate records of assigned activities and operations.
3. Ability to interpret and implement local policies and procedures; written instructions, general correspondence; Federal, State, and local regulations.
4. Skill in organizational and time management to prioritize duties to accomplish a high volume of work product while adapting to constant changes in priority.

5. Ability to perform detailed work accurately and independently in compliance with stringent time limits with minimal direction and supervision.
6. Ability to think quickly, maintain self-control, and adapt to stressful situations.
7. Knowledge of current office practices and procedures and knowledge of the operation of standard office equipment and software.
8. Knowledge of computer software including word processing, spreadsheet and database applications consistent for this position.
9. Ability to perform mathematical calculations required of this position.
10. Ability to communicate clearly, concisely and effectively in English in both written and verbal form.
11. Skill in researching and understanding complex written materials.
12. Ability to prepare and maintain accurate and concise records and reports.
13. Ability to apply sound judgment and discretion in performing duties, resolving problems and interpreting policies and regulations.
14. Ability to communicate detailed and often sensitive information effectively and concisely, both orally and in writing.
15. Ability to handle sensitive interpersonal situations calmly and tactfully.
16. Ability to maintain professionalism at all times.
17. Ability to maintain effective working relationships with individuals within and outside the organization.
18. Ability to maintain confidentiality and discretion regarding business-related files, reports and conversations, within the provision of the open records act and other applicable State and Federal statutes and regulations.
19. Ability to work the allocated hours of the position and respond after hours as needed.

#### **PHYSICAL 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.*

- This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, frequently requires standing, speaking or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires walking, stooping, kneeling, crouching or crawling and reaching with hands and arms.
- Work has standard vision requirements.
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Work requires preparing and analyzing written or computer data and observing general surroundings and activities.
- Work has no exposure to adverse environmental conditions.
- Work is generally in a moderately noisy office setting (e.g. business office, light traffic).

**MINIMUM REQUIRED QUALIFICATIONS**

- High School Diploma/equivalent with one (1) year previous customer service work experience inclusive of cash handling.

**PREFERRED QUALIFICATIONS**

- Previous bookkeeping experience.

**OTHER REQUIREMENTS**

*Nothing in this job description limits management's right to assign or reassign duties and responsibilities to this job at any time. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*