

**POSITION DESCRIPTION  
CITY OF GREENFIELD, INDIANA**

**POSITION:** Customer Service Representative I  
**DEPARTMENT:** Customer Service & Billing  
**SCHEDULE:** 8:00 a.m. - 4:00 p.m., M-F  
**JOB CATEGORY:** COMOT (Computer, Office Machine Operation, Technician)

**DATE WRITTEN:** April 2018  
**DATE REVISED:** April 2018

**STATUS:** Full-time  
**FLSA STATUS:** Non-exempt

**To perform this position successfully, an individual must be able to implement each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill and/or ability required. The City of Greenfield provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential functions of the job, unless the accommodation would cause an undue hardship.**

Incumbent serves as a Customer Service Representative for the Customer Service & Billing Department, responsible for providing informative service to customers.

**DUTIES:**

Receives and responds to customer inquiries and complaints by telephone, email and in person, including answering questions, explaining department policies and practices, investigating complaints, and searching records, as needed.

Answers phones and directs to appropriate personnel only when necessary.

Creates service orders and assists customers in initiating and/or terminating services, provides information and aid in properly completing and filing forms.

Processes customer account payments through Remit, Payments & Readings and Cash Register, includes retrieving payments from the drop box and mail.

Performs reapplication of credit process and applies penalties to overdue accounts.

Prepares cash register for daily business.

Prepares daily balance sheet and daily bank deposits of payments, occasionally in absence of CSR III.

Reconciles checks from daily business.

Applies deposits to accounts upon service disconnect or determination of good credit status. Prepares and submits claim forms for credit refunds as necessary.

Communicates regularly with Meter Technicians to schedule and export reading routes from CIS software to MVRS software.

Responds to requests and prepares information for title searches on sewer and storm water accounts.

Provides credit letters, account history, title searches and various other customer requests in a timely manner.

Cross-trains and provides back up for others in the department when needed.

Performs other duties as assigned.

## **I. JOB REQUIREMENTS AND DIFFICULTY OF WORK**

High school diploma or GED.

Working knowledge of department functions and standard office policies and procedures, and ability to apply such knowledge to a variety of interrelated operations, and processes and tasks.

Must be proficient with the use of computer software such as: Microsoft Office, Microsoft Excel, Microsoft Word as well as basic principles of data management and ability to apply appropriate procedures to interrelated tasks.

Ability to operate standard office equipment, including computer, calculator, fax machine, postage meter, copier, telephone, credit card machine and cash register.

Working knowledge of department services and billing procedures and ability to obtain necessary information and explain policies and procedures to customers.

Ability to provide public access to or maintain confidentiality of department information and records according to state requirements.

Ability to comply with all employer and department policies, including, but not limited to, attendance, safety, drug-free workplace and personal conduct.

Ability to provide customer service to all customers in a calm, courteous and professional manner, including hectic situations and irate customers.

Ability to effectively communicate orally and in writing with co-workers, other County/City departments and agencies, and the public, including being sensitive to professional ethics, gender, cultural diversities and disabilities.

Maintain flexibility in response to schedule changes to allow adequate staffing levels at all times.

Ability to work alone with minimum supervision and with others in a team environment.

Ability to work on several tasks simultaneously, occasionally for long periods and under time pressure.

Ability to occasionally work extended hours.

**II. RESPONSIBILITY**

Incumbent performs a variety of relatively standardized duties according to a flexible customary routine and the service needs of the public, using implementing the best methods to achieve desired results. Errors in decision or accuracy of work are typically prevented by procedural safeguards and notification from other departments, agencies, or customers. Undetected errors may lead to inconvenience to agencies or members of the public or loss of money to department.

**III. PERSONAL WORK RELATIONSHIPS**

Incumbent maintains frequent contact with co-workers, other utility companies, funding agencies, and members of the general public for purposes of exchanging information and clarifying department policies and procedures.

Reports directly to Customer Service Office Manager.

**IV. PHYSICAL EFFORT AND WORK ENVIRONMENT**

Incumbent performs duties in a standard office environment, involving sitting and walking at will, exposure to violent or irate individuals, hearing sounds/communication, keyboarding and speaking clearly. Incumbent occasionally works extended hours.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the position of Customer Service Representative III for the Customer Service & Billing Department describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?  
Yes \_\_\_\_\_ No \_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name