CUSTOMER SERVICE ASSISTANT

Position Code: 1400
WC Code: 8810
FLSA Status: Non-Exempt
Pay Grade: 345
Location: Finance
Approval Date: 2015

General Statement of Duties

Performs administrative and clerical work in support of the utilities billing, collections, and customer service functions.

Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve collecting various revenues in person or through the mail, handling customer inquiries relating to utility billings and general municipal services; preparing and verifying a variety of reports and records; and coordinating with the field services functions. Work involves constant public contact functions and coordination with water and sewer field crews. Significant tact and courtesy are required in these public contact functions. Work is performed under regular supervision of the Billing and Collections Supervisor and is evaluated through conferences, by review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

Duties and Responsibilities

Serves as receptionist for the Town of Mooresville and the Department of Administration and Finance; answers a heavy volume of telephone calls, assists walk-in customers; provides information about municipal services; takes messages; directs calls; takes and processes work orders and requests for Town services.

Collects and processes a variety of revenues at a customer counter or through the mail including water and sewer payments and application fees, solid waste, privilege licenses, etc.; properly receipts and accounts for collections; enters fees and payments into computer and cash drawer; prepares balance sheet and balances cash drawer.

Assists customers with connection and disconnection of service; requests special meter readings when needed for high bills, suspected leaks, or other purposes; enrolls customers in utility services; provides information on solid waste collections and recycling, taxes, cemetery purchases, golf, etc.; refers precedent setting issues to higher level management for advice and consultation.

Updates records for billing; deposits; and other records; orders documents and files them in order; performs a variety of miscellaneous typing; updates a variety of manual records and files.

Performs other duties as required.

Recruitment and Selection Guidelines

Knowledge, Skills and Abilities

Working knowledge of local policy and state statutes regarding utility billing and utility customer services.

Working knowledge of standard operating practices involved in modern office operation and serving the public.

Working knowledge of computer operations.

Ability to deal effectively with the public in a tactful and effective manner while maintaining standards of privacy according to current General Statutes and federal privacy rules related to the transaction of business.

Ability to create and maintain accurate records, reports, and files in support of a cash receipt and customer oriented operation.

Ability to operate calculator, computer, cash registers, and related office equipment.

Ability to work successfully on multiple tasks under significant pressure.

Ability to communicate effectively in oral and written forms.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, grasping, lifting, fingering, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, read maps and written material extensively.

Minimum Education and Experience

High School Diploma or GED, supplemented by courses in business or accounting, and three to five years of experience in a purchasing or billing operation involving heavy public contact; or an equivalent combination of education and experience.