

# MARSHALL MUNICIPAL UTILITIES

ADMINISTRATIVE SERVICES DEPARTMENT

JOB DESCRIPTION

Revised 04/23

TITLE: Customer Service Representative

CLASSIFICATION: Nonexempt

PAY RANGE: 3

JOB LOCATION: 75 E. Morgan, Marshall, MO

**NORMAL WORK SCHEDULE:** 7:30 a.m. to 4:30 p.m., Monday-Friday. Includes after-hours and weekend duty as may be scheduled during emergencies, storms, outages or periods of equipment failure, and as necessary to accomplish priority work.

**BASIC DESCRIPTION OF WORK:** Handles customer collection operations and initial questions regarding utility billing, processes requests for initial utility services or changes as requested by the customer, and performs duties relative to telephone and radio dispatching.

This job requires the following education and/or experience:

High School graduate or equivalent.

This job requires the following,

- (1) at the time of hire:
  - a. Telephone at residence or cellular phone
  - b. Computer knowledge on general operation of personal computer and business machines
- (2) obtained on the job:

**PRIMARY DUTIES OF JOB:** Greets customers and directs to appropriate personnel in a friendly and professional manner. Receives payments and deposits from customers. Issues receipts; and distributes to appropriate funds by accurately entering information into the cash receipting system. Reviews and researches customer account histories to verify amounts due. Answers telephones and works with customers to resolve billing questions, rates, and requests for changes in services, connects, and disconnects. Assist customers with questions and concerns related to billing process and procedures. Schedules extensions and payment arrangements for eligible customers. Makes change and balances cash drawer. Handles large amounts of cash and mail. Operates the Utilities' station radio and phone system; answers incoming telephone calls with pleasant voice and attitude.

**SECONDARY DUTIES OF JOB:** May act as the Utility receptionist. Listens to customer complaints and writes follow-up work orders as needed. Types reports, letters and other documents, files and checks work schedules. Assumes duties of Billing Associate when necessary. May assume other duties as assigned.

To do this job you must be able to:

- Perform math calculations accurately
- Use a personal computer, calculator, cash drawer, postage meter, copy/fax machine, and telephone
- Effectively communicate with customers, including ability to think clearly and remain calm when dealing with upset and irate customers
- Understand and follow oral and written instructions
- Perform duties efficiently and accurately at all times especially during pressured and stressful situations
- Maintain confidentiality of information obtained through work
- Communicate effectively, in English, verbally in person and by telephone/radio
- Read, write and understand material written in English
- Operate, understand and manipulate computer files
- Visually obtain accurate data from various written material
- Type accurately using equipment such as computer keyboards
- Work safely alone and with others in a compatible manner

PHYSICAL DEMANDS: Lift 20 pounds.

ENVIRONMENTAL CONDITIONS: Normally an office environment.

SUPERVISION RECEIVED: Works under the general supervision of the Controller and the direct supervision of the Customer Service Supervisor, or others as assigned.

SUPERVISION GIVEN: May assist in or be responsible for the training of personnel in apprentice position as assigned by the Controller.