



Position Description
Marion Utilities Service Board
An Equal Opportunity Employer

Job Title	Customer Service Representative	Employment Status	Full-Time
Utility Division	Water/Wastewater/Storm-Water/Solid Waste	EEO Code	5-A
Workgroup/Unit	Customer Service	Wage Range	8
FLSA Status	Non-Exempt	Effective Date	Nov. 17, 2013

Job Summary

Provides exceptional customer service to the community served by the Utility Service Board; Serves as the primary point of contact and representative of the organization; Responsible for establishing and maintaining positive relationships with customers ensuring that their needs are met; Demonstrates a professional and courteous sense of care and concern in dealing with the public

Supervision Received and Exercised

Works under Supervision of the Customer Service Manager; Performs a variety of routine duties within established policies and procedures and in keeping with supervisor's guidelines

Minimum Education and Experience Requirements

Possession of High School Diploma or equivalent; Demonstrated training or certification in current business office practices and procedures; 2 years of experience in customer service; Demonstrated knowledge and experience handling cash. Demonstration of an alternate equivalent combination of education, training, and experience that provide the required levels of related knowledge, skill, and ability will be considered.

Licensure and/or Certification Requirements

N/A

Essential Duties and Responsibilities

- ✓ Provides customer service, in person or over the telephone, regarding billing inquiries, customer concerns and other customer account related issues; Assists customers to resolution of their concerns including processing of applicable adjustments and/or refunds on accounts; Assists customers in establishing new accounts as well as terminating existing accounts; Receives and processes payment, makes arrangements for payment of account balances and/or deposits in keeping with Utility policy; Handles cash with accountability; Assists in the preparation and processing of customer billing
- ✓ Generate and review reports to determine abnormal account status such as unusual usage and delinquency; Process work-orders for termination and reconnection of services, verification of meter readings, finalization of accounts, and issues related to customer concerns and/or requests; Dispatch field personnel to respond to situations associated with work-orders as required; Performs data entry associated with work-orders, account updates and notes, payment receipt, and any other pertinent activity associated with information management; Compiles, reviews, and edits a variety of reports associated with customer accounts and billing

- ✓ Process checks returned for insufficient funds, File and update bankruptcy notifications, Assist Title Companies with requests, and File liens; Compile, prepare, and process information, reports, and notices in an attempt to collect on unpaid accounts
- ✓ Process and distribute incoming mail; Prepare and process outgoing mail; Maintain supply inventory; Perform general business office activities as required
- ✓ Performs in strict compliance with IOSHA safety standards, Utility Policies and Procedures, as well as applicable Federal, State, and local codes, regulations, and requirements

Knowledge, Skills, and Abilities

Knowledge of: Customer Service techniques and procedures; Cashiering processes and procedures; General knowledge of billing and collection processes and procedures; Basic bookkeeping processes and procedures; General knowledge of modern business office practices and procedures, including records management

Skills Demonstrated in: Effective communication; Active listening; Attention to detail; Problem solving; Professionalism; Exhibiting patience; Multitasking; Application of modern business office practices and procedures

Ability to: Proficiently speak, write, and read the English language; Deal tactfully and effectively with the general public; Creatively resolve complex issues in keeping with Utility policy; Establish and maintain effective relationships with co-workers and the general public; Work independently or as part of a team; Prepare and maintain accurate data, records, and reports; Comprehend and apply complex policies, procedures, and instructions; Operate modern business office equipment

Physical Demands or Unusual Conditions

While performing required duties the incumbent is regularly required to sit and stand; speak and hear, both in person and by telephone; manipulate and operate standard office equipment; lift and carry mail, files, etc. weighing up to 25 pounds; Periodically exposed to high levels of stress through interaction with disgruntled customers

Additional Requirements

This position description in no manner states or implies that these are the only duties and responsibilities which may be performed or assumed by the position incumbent. The incumbent is required to follow the instructions and perform duties required by the position's supervisor, appointing authority or designee as stated in the corresponding classification specification.

Marion Utility Service Board Authority

Date

I understand, and will perform to the best of my ability, the job duties and requirements specified in this position description.

Employee Signature

Date