

## **Job Description #1**

**Job Title:** Customer Service Representative

**Grade:** 5

**Status:** Nonexempt

**Page:** 1

**Department Head:** Customer & Public Relations Mgr.

---

### **Summary Job Description:**

Handles customer inquiries and new customer connections. Process new service applications and collect payments.

### **License or Certification Required:**

Valid Florida Driver's License with good driving record.

### **Educational Requirements:**

High School Diploma

### **Experience Required:**

At least two years customer service experience preferred

Cash handling and reconciliation

### **Physical Demands:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job:

Routinely required to stand, walk, reach, climb, balance, stoop, kneel and crouch while performing job duties.

Must have no physical deformities, loss of limbs, impairment of bodily motor functions, limiting mobility to walk or use arms and hands for various duties such as lifting a variety of package sizes, materials or equipment.

Eyesight may be corrected to meet no less than the minimum acceptable level for issuance of a Florida Driver's License.

Must be able to hear 30 db in normal range and have a spoken voice in a normal tone to send/receive messages and instructions by wireless radio, telecommunication equipment or in person.

Must not have any medical or mental disorders that would preclude you from operating an Authority vehicle, equipment, or complying with all Clay County Utility Authority's safety rules and regulations in a manner that does not pose a direct threat to either yourself, your co-workers or the general public. The Authority will consider whether there is a reasonable accommodation available that would eliminate this risk or reduce the risk so that it is below the level of a "direct threat".

### **Work Environment:**

While performing the duties of this job, the employee regularly works in an office environment.

The noise level in the work environment is usually moderate.

The work environment characteristics described here 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 essential functions.

### **Listing of Specific Duties:**

Answer incoming calls

Assist customers at customer service windows, call center and drive-thru

Receive customer payments (walk in, drive-thru & drop box)

Process new service applications, complete transfer requests and disconnection requests (walk in, web,

phone & fax)

Schedule cross connection inspections and building water inspections

Utilize identification system via Equifax to validate customer information

Responsible for managing all payments received (cash, check & credit card) and balancing cash drawer at close of business

Assist customers with service requests, complaints and questions. Prepare applicable service tickets and work orders to be completed by service technicians

Analyze meter reading data via the Regional Network Interface to determine changes in customer usage and assist customer with interpreting their usage trends

Schedule water conservation assessments and provide recommendations to customers to decrease their water usage and reduce their monthly utility bill

Prepare letters of credit

Prepare name and address changes for customer accounts

Assist customers with transferring account ownership for estates, divorces and property ownership changes

Assist customers with applications for billing adjustments to accounts for leak repairs, pool fills and new sod installations

Discuss financial assistance programs and local charitable programs available to help customers who are experiencing a hardship that is preventing them from paying their utility bill

Follow all CCUA policies and procedures

Assist all departments as necessary for special projects or excessive workloads in other areas when required

Any and all other lawful and reasonable requests made by authorized personnel to ensure the smooth operation of the utility or protect public health or the environment

**Skills Required:**

Excellent interpersonal communication skills

Excellent written skills

Strong computer skills (Word, Excel, Outlook)

Strong analytical skills

Professional telephone demeanor

Strong conflict resolution skills

Effective customer service skills

Excellent cash handling and reconciliation skills

10-key