

		
		JOB DESCRIPTION
CUSTOMER SERVICE REPRESENTATIVE I		

Department:	Finance	Classification/FLSA:	Full Time, Non-Exempt
Location:	City Hall	Reports To:	Customer Service Manager
Supervises:	N/A	Salary Range:	\$14.14 - \$17.67 hourly
Benefits:	Per City Handbook	Travel:	None
			Date Written/Revised: 04/09/2024

POSITION SUMMARY
Responsible for providing professional customer service and structure clerical support for all City services, but primarily for City Utility accounts. Manages utility account activities including payments, account creation and termination, and related service orders. Requires knowledge of City departments and services, City codes and policies.
DUTIES AND REPONSIBILITIES
<ul style="list-style-type: none"> • Provides front-line customer service at City Hall to walk-in customers as well as answering and handling phone calls for the City’s general contact number. • Processes utility payments, checks payments for accuracy, prepares receipts and updates accounts accordingly. Communicates effectively with customers regarding their accounts. • Process payments for City business licenses, building permits, dog tags, garage sales and other miscellaneous transactions. • Creates service orders and communicates with field staff regarding water turn on and shut offs, water meter installation, meter tests, meter re-reads, checks for leaks, and verifying services. • Inputs, retrieves and updates customer data and account status into the computerized financial system. • Directs phone calls or escorts customers to appropriate staff to address customer’s questions. • Manages and reconciles cash drawer with minimal to no errors. • Performs a variety of other administrative tasks, including, but not limited to, processing City mail, receiving and delivering or filing documents, assisting in daily tasks for the Finance Department or other Departments. • Responsible for monitoring new water accounts to ensure accuracy of charges. • Processes and tracks all requests regarding inquiries for outstanding assessment requests on properties. • Processes property nuisance complaints received in person and by phone logging the complaints in See Click Fix registry. • Assists with in-house collection of outstanding debts. • Performs other duties as assigned. (The list of duties and receptibilities is not intended to be all-inclusive. The City of Pittsburg reserves the right to assign additional duties as needed.)
POSITION COMPETENCIES
<ul style="list-style-type: none"> • Exercise sound judgment and discretion in maintaining a high level of ethics and confidentiality regarding customer accounts and City business. • Ability to evaluate and analyze customer needs to provide exceptional and courteous customer service. Supports and explains reasoning for decisions. • Prioritizes and plans work activities; uses time efficiently.

		
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- Knowledge of City services, departments, codes and policies. Ability to communicate with...
- Uses reason when dealing with emotional topics and customers.
- Must be able to maintain a professional and courteous manner when working with difficult customers.
- Communicates daily and maintains a positive working relationship with the Customer Service Team, Customer Service Manager, and Utilities Department.

EDUCATION

- High School diploma or GED, plus one to three years clerical experience. Preferred: Graduation from an accredited college or university with an Associate of Arts degree in Office Management, Office Technology, Office Systems Administration or closely related field.
- One to three years customer service experience preferred with cash handling experience.
- Fluent in Spanish and English highly preferred.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and use standard office equipment, including a computer; operate a motor vehicle; vision to read printed materials and a computer screen; hearing and speech to communicated in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed. May occasionally bed, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

WORKING CONDITIONS

Work is performed in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.