



CITY OF
HEREFORD

JOB ANNOUNCEMENT

JOB #007-24

The City of Hereford will accept applications for the following position:

CUSTOMER SERVICE REPRESENTATIVE

Salary: Range 12 (\$3,359.00 - \$4,083.00 per month)

An employee in this classification will be responsible for performing clerical work in the utility billing function; providing assistance to customers; entering data into a computer terminal; and performing other duties as may be required and which are listed on the attached Job Description.

Employee will report to the *Finance Manager*

The applicants chosen for this position will be required to submit to a pre-employment drug test.

This job is open to *anyone*.

Applications will be accepted *until job is filled*.

The City of Hereford is an Equal Opportunity Employer.

All employees of the City of Hereford are employees at will and as such have no property interest in employment or any expectations of continued employment, promotion or any personnel benefits including but not limited to sick leave, vacation leave, compensating time off and disability, life and group health insurance.

CUSTOMER SERVICE REPRESENTATIVE

DESCRIPTION OF WORK

Job Summary: Performs clerical work in the utility billing function; provides assistance to customers; enters data into a computer terminal; and performs other duties as may be required.

Supervision Received: Work is performed under the general supervision of the Finance Manager.

Supervision Exercised: None.

EXAMPLES OF ESSENTIAL DUTIES

Assists customers on the phone and at the counter with utility billings and accounts.

Researches and responds to citizen inquiries regarding utility account activity.

Accepts utility deposits for new service and establishes customer accounts.

Processes final accounts following termination of service.

Enters new deposits, disconnects, transfers, reconciles errors, etc., into computer terminal.

Prepares work orders for utility disconnections, reconnections, new orders, and other service orders.

Prepares notification to citizens regarding termination of service for non-payment.

Relieves the receptionist for lunch and breaks.

Files account information and service orders.

Assembles and maintains various reports.

MINIMUM QUALIFICATIONS

Knowledge: Knowledge of the policies, procedures, and activities of a municipal utility billing department; knowledge of modern office practices and procedures; knowledge of applicable coding and data entry procedures; knowledge of basic bookkeeping methods and procedures; knowledge of cash collection practices; knowledge of the City's billing procedures and policies.

Skills: Skill to type; skill to operate a computer terminal to process and enter payments and account information; skill in operating a 10-key adding machine.

Abilities: Ability to organize and accurately record data; ability to follow oral and written directions; ability to make mathematical calculations; ability to make change; ability to establish and maintain effective working relationships with co-workers, supervisors and the general public; ability to communicate effectively, courteously and diplomatically with the public.

Education: High school graduate or GED.

Experience: A minimum of one year of experience in a customer service function providing services and/or information to customers and involving cash collection activities, collecting delinquent accounts, and/or general bookkeeping, auditing accounts, or reconciling fiscal reports.

Any work-related experience resulting in acceptable proficiency levels in the above required knowledge, skills and abilities is an acceptable substitute for the above specified education and experience requirements.

Licenses and Certificates: None.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or which the employee will encounter. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is subject to prolonged periods of sitting and standing and is frequently required to walk, reach and bend over. The employee must have adequate manual dexterity to operate a computer, telephone, and other office equipment. The employee must have normal vision and hearing. The employee must occasionally lift and/or move objects up to 25 pounds. The employee will work in a normal office environment which is generally quiet.