



## Customer Service Representative

### Customer Service

CS/2

#### **JOB SUMMARY**

This position performs clerical, administrative and customer service duties for utilities and billing for the citizens of Tifton.

#### **MAJOR DUTIES**

- Greets visitors and answers telephones; provides information and assistance; refers to other personnel as appropriate.
- Assists customers with problems related to utility billing; transfers callers to cashiers for payment.
- Enrolls customers in city services.
- Revises customer address information.
- Adjusts customer accounts as appropriate.
- Processes deposit transfers.
- Prepares monthly council reports.
- Performs other related duties as assigned.

#### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of the principles and practices of customer service.
- Knowledge of computers and job related software programs.
- Knowledge of modern office principles and practices.
- Skill in interpersonal relations and working with the public
- Skill in cash handling
- Skill in the operation of standard office equipment, including computers, typewriters, telephones, and printers.
- Skill in oral and written communication.

#### **SUPERVISORY CONTROLS**

The Customer Service Coordinator assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

#### **GUIDELINES**

Guidelines include The Customer Service Policies and Procedures Manual. These guidelines are generally clear and specific, but may require some interpretation in application.

#### **COMPLEXITY/SCOPE OF WORK**

The work consists of related clerical and customer service duties. The volume of work to be completed contributes to the complexity of the position. The purpose of this position is to participate in the city's customer service functions. Successful performance contributes to the efficiency of city government operations.

#### **CONTACTS**

Contacts are typically with co-workers and citizens of the general public. Contacts are typically to give or exchange information, resolve problems, and provide services.

#### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

updated 06/19

The work is typically performed in an office.

**SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

**MINIMUM QUALIFICATIONS**

- Ability to read, write and perform mathematical calculations at a level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.
- High School Diploma or GED Equivalent