

Customer Service Representative I / II

SUMMARY

Under general supervision, the Customer Service Representative I/II performs and learns to perform a variety of accounting duties including processing payments, issuing receipts, and balancing cash drawers. Provides general customer service both in-person and via telephone.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Learns to perform and performs a variety of clerical and technical accounting duties, including utility billing, collections, processing of non-sufficient fund checks, and general accounting duties; provides customer service in person and by telephone; performs cashiering duties.
- Greets walk-in customers; collects and processes payments and issues receipts; gathers payments and documents from the outside drop box, mail, and over the counter; processes payments for all City departments at counter and back office; balances cash drawer.
- Sorts and distributes incoming mail; maintains a variety of records and files; orders supplies for assigned departments; prepares purchase orders and accounts payable.
- Sets up new accounts; updates customer account information; closes accounts as requested by customers; prepares past due accounts for collections; prepares door tag notices for past due accounts; assists in processing shut off lists.
- Receive applications for the low-income exemption program; verifies documents and household information is complete and current.
- Performs a variety of data entry; copies, scans, and files documents; imports and exports files from handheld devices to appropriate computer system.
- Performs related duties as required or assigned.

DISTINGUISHING CHARACTERISTICS

Customer Service Representative I: is the entry-level classification in the Customer Service Representative series. The incumbent follows routine procedures and guidelines in the application of prescribed duties and works under close supervision with work frequently reviewed by a superior. This classification is distinguished from the Customer Service Representative II in that the latter performs more complex technical duties requiring a higher level of knowledge and skill.

Customer Service Representative II is the journey-level classification in the Customer Service Representative series that follows diversified procedures and implements processes to accomplish end results, within guidelines. Immediate supervision is available upon request.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

Customer Service Representative I: high school diploma or GED equivalent AND one (1) year of clerical experience which includes some basic accounting and customer service; OR an equivalent combination of education, training, and experience.

Customer Service Representative II: high school diploma or GED equivalent AND two (2) years of clerical, accounting, and customer service experience equivalent to that of a Customer Service Representative I with the City of Adelanto; OR an equivalent combination of education, training, and experience.

Knowledge of:

- Applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Customer service principles, practices, and etiquette.
- Records maintenance and retention policies and procedures.
- Basic accounting practices and principles.
- Proper grammar, spelling, and punctuation.
- Cash handling practices.

Skill in:

- Completing accurate mathematic calculations.
- Operating a computer including standard software and some specialized software.
- Interacting tactfully and professionally with City staff, outside agencies, and the public.
- Maintaining accurate records and filing systems.
- Typing and entering data with speed and accuracy.
- Establishing and maintaining effective working relationships.
- Communicating effectively both verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS

None.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a standard office environment.