

## CITY OF OVILLA

**JOB TITLE:** Customer Service Representative  
**DEPARTMENT:** Water  
**EFFECTIVE:** 10/01/2016  
**PAY CLASSIFICATION:** F-2  
**FSLA:** Non-Exempt  
**REPORTS TO:** City Accountant

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### **SUMMARY:**

The purpose of the Customer Service Representative–Utility Billing Clerk-Permit Clerk is to provide excellent customer service to citizens, internal and external customers of the Utility Billing Department by responding to requests for assistance and requests for actions in a timely and effective manner. This position will also provide accomplished operating functions of computer systems, processing paperwork, permits, and providing assistance where needed, including technical and/or administrative support for a variety of departmental functions, to include data for the public works department. This position does not provide direction to other employees.

**PRIMARY DUTIES AND RESPONSIBILITIES:** *Essential duties and responsibilities may include, but are not limited to the following:*

- Represents the City of Ovilla in a professional, appropriate manner at all times
- Greets customers in person and over the phone to answer questions regarding their utility account; answers concerns/questions via telephone, in person or written correspondence; transfers phone calls or directs customers to proper department.
- Supports the relationship between the City and the general public by demonstrating courteous and cooperative behavior when interacting with the public and City staff
- Receives, posts, and processes payments from customers for utility bills and all matters related to utility billing: new customer accounts, connects, disconnects, transfers, processing credit card and ACH draft payments, extensions for delinquent utility accounts, late notices for water, sewer and refuse accounts, inputting billing data, report preparation and printing, processes deposit refunds.
- Balances cash drawer daily.
- Processes NFS checks, bankruptcy, files proof of claim forms and affidavits.
- Assists with municipal court (when necessary), and collects for solicitor applications, licenses and renewals, public information payments, building permits, and any other front desk customer payments.
- Under direction, makes adjustments for leaks, sewer averaging, over-reads and errors.
- Responds to customer inquiries and complaints, explaining applicable City policies and procedures as required.
- Processes various forms, reports and permits; prepares general correspondence; researches files and records.
- Picks up and sorts night drop and mail for all City departments.
- Scans and files utility billing documents & shreds stubs.
- Protects classified, confidential and sensitive information.
- Performs all job duties, tasks and activities according to work instructions and policies.
- Identifies, records and reports any problems to supervisor.
- Keeps work areas clean and orderly.
- Exemplifies a cooperative attitude to work effectively with others.
- Performs all activities in a safe manner and follows all safety rules
- Performs related duties as assigned or required by supervisor

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### **REQUIREMENTS, EDUCATION, TRAINING & EXPERIENCE**

- High School diploma or GED required, 30 or more college hours preferred.
- 1 year of demonstrated excellent customer service experience (municipal environment preferred) in cashiering and/or billing related experience preferred in the banking, billing or financial industry.
- Must pass a pre-employment drug screen.

### **SKILLS, KNOWLEDGE & ABILITIES**

- Knowledge of utility billing operations, services and activities.
- Ability to operate 10-key calculator by touch and proven math skills.
- Excellent verbal communication skills and telephone etiquette (Spanish language skills preferred but not required).
- Excellent organizational skills with demonstrated ability to plan, organize and execute multiple tasks by assessing and prioritizing work projects.
- Good writing skills with proper formatting, punctuation, spelling and grammar use for business writing.
- Computer proficiency with knowledge of MS Office applications.
- Ability to understand and follow verbal and written instructions.
- Demonstrated ability to make sound decisions and effectively handle stressful situations in a professional manner.
- Ability to abide by all rules, regulations, policies and procedures.
- Ability to safely perform all physical requirements of the job.

### **CERTIFICATIONS & LICENSES**

- Valid Texas Driver's License

### **PHYSICAL REQUIREMENTS:**

- Frequent walking within the office complex
- Occasional lifting and carrying of up to 25 lbs from floor to waist
- Occasional pushing/pulling, kneeling and bending