

## City of Kelso, Washington

Statements are descriptive of the kind and level of work and not intended to be an exhaustive list of responsibilities, duties and skills required of a person in this position. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

TITLE

**Customer Service Representative**

DEPARTMENT

**Finance Department**

CLASS/EXEMPT STATUS

**Teamster / Non-Exempt**

DIVISION

**Finance Department**

SUPERVISOR

**Finance Director**

CLASSIFICATION RANGE

**S-12**

### POSITION DESCRIPTION

The Finance and Utility Department oversees and directs the financial functions of the city and provides a variety of customer services to the citizens of Kelso. The Customer Service Representative is responsible for receipting all revenue collected for the various city funds. This position requires frequent public contact in person and by telephone and a close working relationship with the department head and associates. The position incumbent works primarily in an office environment characterized by frequent deadlines, constant interruptions and potential conflict with customers. Must be able to multitask. Movement within and without the office is essential.

### ESSENTIAL FUNCTIONS

- Accurately collect and receipt all monies received by the City.
- Respond to customer inquiries regarding utility billings.
- Answer telephone and refer callers to appropriate personnel.
- Direct other departmental inquiries to proper departmental personnel.
- Prepare customer activations, terminations, and service orders.
- Prepare daily service list for outside crew.
- Prepare delinquent listings, shut off notices, padlock list, and door tags.
- Compile shut off list and padlock list for delinquent accounts to be shut off and padlocked for non-pay and track payments.
- Responsible for selling bus passes, city pins, depot prints, etc. to customers upon request.
- Responsible for routine clerical and/or administrative support duties.
- Perform other duties as assigned by the Finance Director.
- Prepares daily receipts for bank deposit.

**POSITION REQUIREMENTS** (Sufficient education, training and experience to demonstrate the attainment of the knowledge and abilities listed below):

#### **EDUCATION**

- High School Diploma or GED from an accredited school.

**EXPERIENCE**

- Two years' minimum experience in cashiering/teller transactions, knowledge of cash register validation equipment along with computer data entry.
- Must be able to demonstrate proficiency in Microsoft Word, Excel and office methods and procedures.
- Any combination of education, work, or internship experience in public or private organizations that demonstrate attainment of the necessary Knowledge, Skills, and Abilities provided within the position description.

**KNOWLEDGE, SKILLS, ABILITIES, AND SPECIAL REQUIREMENTS**

- Work independently under broad direction and goals.
- Ability to make arithmetic calculations rapidly and accurately.
- Visual ability in reading and using large volumes of written and numerical data.
- Ability to establish and maintain harmonious relations with the public under difficult situations.
- Ability to work with deadlines and prioritize work load.
- Customer services concepts and principles.
- Effectively communicate in written and verbal form in the performance of duties and responsibilities.
- Plan and organize daily activities and duties.
- Ability to operate office computer including word processing, spreadsheet, photocopy machine, telephone, fax machine, 10-key calculator, and folder/insert/stuffing machine.
- Maintain a positive work environment supporting fair and equal treatment for employees within Equal Employment Opportunity Guidelines.
- Display initiative to resolve problems and capitalize on opportunities on the job.
- Keep department head informed of work issues by maintaining quality communications.
- Work to resolve issues of conflicting personalities and needs.
- Ability to cross train to perform other functions of the department.

**SPECIAL REQUIREMENTS**

- Successfully pass a modified background investigation.
- Occasionally lifting of up to 25 pounds of supplies and equipment.
- Possess a valid Driver's license.

PREPARED BY	DATE	SUPERVISOR	DATE	REVIEWED BY	DATE	CITY MANAGER APPROVAL	DATE
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