



Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title:	Customer Service Representative
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Department: Water
Pay Grade: 108
FLSA Status: Non-Exempt

JOB SUMMARY

An individual in this position is responsible for answering accounts receivable questions regarding water accounts and cross trains with other staff in Utility Billing.

ESSENTIAL JOB FUNCTIONS:

- Answers phones and attend front desk.
- Opens new accounts.
- Closes existing accounts.
- Works closely with billing clerks to answer questions and resolve customer issues.
- Communicates effectively, courteously, and professionally with customers in all manners (writing/in person/telephone).
- Performs other duties as assigned.

MINIMUM REQUIREMENTS TO PERFORM WORK:

- High school diploma or equivalent;
- One (1) year of related experience;
- Or equivalent training, education, and/or experience.
- Utility billing and data entry experience preferred
- Bilingual (Spanish both writing and speaking) preferred.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of fundamental mathematical skills.
- Knowledge of Microsoft Word, Excel, and Outlook.
- Knowledge of operating fax and other office related equipment.
- Skill in effective communication, both orally and in writing.
- Skill in the use of computers and software applications related to the essential functions of the job.

- Skill in effective time management and resource utilization.
- Ability to work independently with minimal supervision.
- Ability to research, compile and summarize a variety of information and statistical data.
- Ability to work effectively with all levels of employees, management, and citizens.

PHYSICAL DEMANDS:

The work is sedentary to light work which requires exerting up to 25 pounds of force occasionally and/or negligible amount of force frequently or constantly. Additionally, the following physical abilities are required: (should be some listed)Lifts boxes weighing up to 25 pounds.

WORK ENVIRONMENT:

Work is performed in a normal office environment. Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as office or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations, and traffic signals when driving.

This job description is not an employment agreement, contract agreement or contract. Management has the exclusive right to alter this job description at any time without notice.

I have read and understand this job description. By signing below, I further understand and agree that this job description applies to the position for which I am applying and/or the current position and that I am responsible for meeting the requirements outlined in this job description.

The City of Texas City has the right to revise this position description at any time and does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date