



Webb County (TX)

Customer Service Technician- Water Utilities

Class Spec Code	UTIL/11	Established Date	01/14/2015
Last Revised Date	01/26/2015	Salary Range	\$13.73 - \$14.43 Hourly \$28,558.40 - \$30,014.40 Annually
Bargaining Unit	NA	EEO	Other
Occupational Group	NA	FLSA	Determined by Position
Benefit Code	Blue Cross Blue Shield	Physical Class	N/A

Description

This position performs technical customer service duties in the collection and processing of utility payments.

Example of Duties

- Answers telephone and greets visitors; provides information and assistance; refers to appropriate personnel.
- Receives payments from customers.
- Collects deposits and establishes new customer accounts.
- Processes meter change outs.
- Enters meter data monthly.
- Processes account adjustments.
- Calculates charges and prints final bills.
- Prepares overdue account notices.
- Reconciles receipts and prepares daily deposits.
- Prepares required reports.
- Processes accounts payable and accounts receivable.
- Maintains files and records.
- Performs any other duties as assigned.

Qualifications

- Must have one to two years experience.
- Must have a high school diploma or GED from an accredited institution.

Supplemental Information

- Knowledge of modern office practices and procedures.
- Knowledge of county and developmental policies and procedures.
- Knowledge of computers and job-related software programs.
- Skill in prioritizing and organizing work.
- Skill in the use of such office equipment as a computer, scanner, fax machine, and copier.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

Physical Requirements

- The work is typically performed while sitting at a desk or table or while bending, crouching or stooping.
- The work is typically performed in an office.

Other Requirements/Information

- Must possess a valid and current Texas drivers license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, motor vehicle record (MVR) and criminal background checks are required.
- This position is covered by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County Policies.