

**City of Sallisaw
Job Description**

Job Title: Customer Service Representative

Exempt (Y/N): No	Department: Customer Service
Date: September 2010	Reports To: Customer Service Supervisor

SUMMARY

The incumbent is responsible for answering phone calls, taking payments for city services, greeting customers and directing to appropriate person or department, marketing services, creating and disbursing work orders, scheduling installations and, accepting utility applications for service. Incumbent will be trained in both utility and telecommunications customer service tasks and may be assigned to either function. Normal work schedule is eight (8) hours per day, Monday – Friday; however, overtime work may be required when necessary.

UTILITY ESSENTIAL DUTIES AND RESPONSIBILITIES include, but are not limited to, the following.

1. Receive and accurately post payments.
2. Answer phone calls and direct calls to appropriate department or person while communicating the needs of the customers.
3. Check the drop box and/or any payment kiosk, as needed to ensure all customer payments are posted.
4. Issue petty cash to employees, burn permits approved by the Fire Department, garage sale permits, and maintains schedule of city parks.
5. Accepts application(s) for service and other forms authorizing changes to accounts and forwards to billing department.
6. Prints reports daily to accurately balance each individual till and combine cash and checks from each till to prepare daily bank deposits. Also, logs into the terminal for credit card payments for reports to be scanned with daily deposits.
7. Responds to customer inquiries and addresses concerns in a prompt, friendly manner.
8. Explains city services and charges.
9. Checks customer accounts daily to see if *promises to pay* from helping agencies have been received and posted, if customer agreements have been paid, and/or if returned checks have been picked up by customer. Posts DHS payments made via LIHEAP program to customer accounts and forwards paperwork to accounting.
10. Communicates with meter readers regarding past due accounts and schedules for disconnection of meters. Communicates with on call meter reader and police dispatch concerning meters pulled and possibility of afterhours reconnects, as well as amounts to be collected for the same.
11. Checks customers establishing new services for past due balances. Communicates with other clerks regarding past due balances and collection bills in other departments.
12. Creates work orders and forwards the same to the appropriate department/person.
13. Files paperwork and receipts in the appropriate location.

14. Appear for scheduled work with regular, reliable and punctual attendance.
15. Performs other duties as assigned.

Telecommunications Essential Duties and Responsibilities include, but not limited to, the following:

1. Receive and accurately post payments.
2. Balance individual cash drawer daily and combine tills to prepare daily bank deposit.
3. Scans supporting paperwork for daily deposit to Lasefiche.
4. Receives information regarding community events and creates ads and maintains schedule for community announcement channel.
5. Checks customer accounts daily to ensure customers have paid their *extensions* and/or that returned checks have been picked up and paid. For any that have not, forwards disconnection list to appropriate personnel.
6. Checks drop box daily and prepares spreadsheet displaying customer payments left in drop box.
7. Communicates with customers regarding accounts and answers questions regarding bill cycles, due dates, disconnect dates, and bill amounts. Also explains cable, telephone, and internet packages to prospective customers.
8. Communicates with technicians regarding customer needs and creates work orders for technicians to troubleshoot and repair customer equipment.
9. Checks equipment returned from customer homes and determines if it is suitable for re-issue.
10. Collects customer demographic information, accurately enters in billing system, and charges appropriate amount for services. Prepares new equipment to be distributed to customer homes and reviews with customers how to install and use equipment. If phone package is added, enters phone orders and changes on phone portal, and advises customer of charges for changes. If internet package, e-mail account needs to be set for customer.
11. Responds to customer inquiries and/or complaints in a friendly, efficient manner.
12. Appear for scheduled work with regular, reliable and punctual attendance.
13. Performs other duties as assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Must have the ability to operate computer software; including spreadsheet, word processing, billing and system maintenance applications. Must have the ability to learn new software systems when required. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Must possess a valid Oklahoma drivers license.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED) and minimum six (6) months related experience and/or training. Experience in using a computer and also using Microsoft Word and Excel.

LANGUAGE SKILLS

Ability to: Read, analyze and interpret financial reports, general business periodicals, professional journals, technical procedures, and governmental regulations; ability to write reports, business correspondence, and procedure manuals; ability to communicate clearly and concisely, orally and in writing; ability to effectively respond to questions from employees, clients, customers and the general public.

INTERNAL AND EXTERNAL COMMUNICATION

Contacts with other departments and offices on a daily basis and frequent contacts with general public, patrons, or other outside representatives. Must be able to maintain a cooperative working relationship with other personnel and departments of the City.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Must be able to understand and perform money transactions and make change. Ability to compute rates, ratios, and percentages.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to talk and hear. The employee must be able to sit, stand and walk; use hands and fingers to handle and feel. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

Works in a standard office environment; must be able to work under pressure and in potentially stressful situations. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

** A pre-employment drug test is required.

Approved: 
City Manager

Date: 9/1/2023

Modified: 09/07/2011; 11/17/2014; 05/25/2021; 12/13/2021; 09/01/2023