

**City of Sallisaw  
Job Description**

**Job Title:** Customer Service Representative II

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**Exempt (Y/N):** No

**Department:** Customer Service

**Date:** October 2011

**Reports To:** Customer Service Supervisor

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**SUMMARY**

A Customer Service Representative II has been trained to handle the daily tasks associated with both utility and telecommunications customer service functions. This position requires daily interaction with customers, as well as other city employees.

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. Carries out the policies and procedures of the customer service department. Assists all Customer Service Representatives with questions or problems that may arise.
2. Performs all functions of a Customer Service Representative I, as needed.
3. Performs all tasks needed to complete daily responsibilities in both utility and telecommunications customer service.
4. Trains new customer service personnel. Assist Customer Service Representative I in training to obtain the designation of Customer Service Representative II.
5. Ensures all funds are accounted for, as required by daily balancing.
6. Assists in tracking and collection of bad debt.
7. Assists in finding and correcting errors.
8. Greets customers in lobby and assist with their questions. Answer phones in a pleasant and efficient manner and directs calls as necessary.
9. Tactfully handles rude or irate customers.
10. Explain both utility and telecommunications billing processes to customers as needed.
11. Prepares, distributes, sorts and files forms and papers as necessary.
12. Performs other duties as assigned.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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 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.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED) and minimum two (2) years 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 or 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 regularly required to talk and hear. The employee must be able to sit, stand and walk. Must be able to use hands and fingers to handle, feel and reach. The employee must occasionally lift and/or move up to 25 pounds.

**WORK ENVIRONMENT**

Works in a standard office environment; work under pressure and 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. Successful applicant must reside within a 20-minute response time to the city limits of the City of Sallisaw, Oklahoma.

Approved:  Date: 11-19-2014  
City Manager

Modified: