

Customer Service Clerk I

Department: Finance

Division: Utility Billing

Supervisor: Director of Finance

Salary: Non-exempt

Status: Full-Time

\$25,920.00 - \$28,800.00 Annually

\$2,160.00 - \$2,400.00 Monthly

\$13.50 - \$15.00 Hourly

Education and Experience: A High School diploma or GED. Three (3) years of office support experience preferred.

Licenses and Certificates: This position requires a Texas Class "C" Driver's License.

General Purpose

Under general supervision, provide customer service assistance to the public, assist with the preparation of monthly statements, bills and invoices for mailing. Work requires being responsible for money, receiving and disbursing exact change. Answer phones when necessary. Work is normally reviewed by supervisor for content and accuracy. Provide support to departments by creating and distributing work orders accurately. Perform a variety of routine general office functions.

Typical Duties

Operate standard and specialized equipment as necessary. Involves: Use copier, fax, printer, scanner, personal computer with generic office productivity software and custom utility billing and collection software as well as a multi-line telephone. Greet and assist the public, city officials and city employees as required. Involves: Respond to visitors in a courteous manner. Answer phones, take messages or forward inquiries to the appropriate party exercising proper telephone etiquette. Perform miscellaneous tasks as assigned.

Perform specified clerical, administrative and other support tasks. Involves: Respond to customer inquiries. Assist the public by providing routine information. Review and enter data, update files and databases. Accept and process applications for services. Post to basic accounting records; prepare vouchers or other documentation. Maintain existing alphabetical, numerical or chronological files. Prepare and edit complex documents and form correspondence for review and approval. Sort and file documents. Attend classroom training and seminars. Assist with the preparation of reports and records necessary. Perform basic property research.

Perform basic cash transactions. Involves: Verifying account information and payment amounts due, disbursing change accurately and balancing cash drawer on a daily basis. Preparing daily bank deposits. Assist in compiling information special studies, address and/or readdress houses and land.

Performs a variety of clerical and para-professional tasks to assist staff, as assigned. Refer complex queries to more knowledgeable staff. Assists with city functions and special events and performs other duties as required or necessary.

Knowledge, Skills, and Abilities

- Application of some knowledge of public relations methods.
- Application of good knowledge of City ordinances, rules, regulations and standards in utility services.
- Application of some knowledge of research methods.
- Application of good knowledge of receptionist techniques.
- Application of good knowledge of cash handling techniques.

Customer Service Clerk I

Department: Finance

Division: Utility Billing

Supervisor: Director of Finance

Salary: Non-exempt

Status: Full-Time

\$25,920.00 - \$28,800.00 Annually

\$2,160.00 - \$2,400.00 Monthly

\$13.50 - \$15.00 Hourly

- Application of some knowledge of mapping, drafting, graphics and illustration methods and materials.
- Read and interpret address information from information of public record or data derived from other sources.
- Execute oral and written instructions.
- Prepare clear, concise oral and written communication.
- Establish and maintain effective working relationships with coworkers, officials, customers, other city departments, and the general public.
- Knowledge of proper safety practices, procedures, and regulations applicable to work being performed.
- Skill in resolving problems or situations requiring the exercise of good judgment.

Other Job Characteristics

- Lift and carry items up to 50 pounds.
- Occasionally work rotating shifts, flexible hours, weekends, holidays, and extended hours.
- Occasional exposure to irate members of the public.
- Operation of a motor vehicle through City traffic.

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

ACKNOWLEDGEMENT

As evidenced by my signature below, I have read my job description and have fully understood my duties and responsibilities related to my employment with the City of Alpine. I also acknowledge that I am qualified to perform these duties and, with or without reasonable accommodation, can perform the essential functions of this position as described. Further, I understand that if, at any time, I am unclear as to what my job duties and responsibilities are, or what is expected of me, I will notify management immediately to interpret these duties and expectations.

Employee Signature & Date

Employee's Printed Name