

## JOB DESCRIPTION



**Job Title: Customer Service Representative – Part-Time**

FLSA Status: Non-Exempt

Revised: October 2024

**Pay Rate: \$12.57**

Revision Date: October 15, 2024

### SUMMARY

Under general supervision, this position is responsible for key administrative and financial tasks, primarily focusing on billing water and sewer customers, as well as processing payments received through mail, in-person customers, and various departments or entities. The role provides essential clerical support to the Building Inspections and Public Works Departments, ensuring smooth departmental operations. It involves performing a variety of tasks that require independent judgment and initiative, along with the ability to handle multiple responsibilities. Significant interaction with the public is required, with an emphasis on maintaining professionalism and clear communication. Attention to detail and strong organizational skills are critical for success in this role.

### ESSENTIAL FUNCTIONS

*This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.*

<b>S</b> Sedentary	<b>L</b> Light	<b>M</b> Medium	<b>H</b> Heavy	<b>V</b> Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Perform duties to bill water and sewer customers, including inputting meter reads using meter reading software, editing, reviewing and verifying meter reads; preparing check reads and reports.
2	L	Receive customers' payments for water/sewer and garbage bag sales payments by mail, in person, through drive-up window; prepare receipts for transactions; run totals of daily payments, enter payments, make transfers, counts and balances daily cash received; run edits; submit daily receipts to Deputy City Clerk.
3	S	Resolve citizen questions/complaints by phone or in person regarding water billing issues; contact customers concerning delinquent bills.
4	S	Process new water billing accounts, transfers, terminations and refunds; complete work orders for new/terminating service and meter maintenance; issue and monitor service orders. Prepare customer bank drafts.
5	S	Confirms compliance with State Regulations and City Ordinances and issues building, electrical, plumbing, and air conditioning permits.
6	S	Maintains files on electrical, plumbing, building, and air conditioning contractors applying for and receiving permits within the City ensuring that contractor's

		licenses, general liability insurance, and bonds meet administrative requirements.
7	S	Routinely receives payments from contractors and citizens for permit fees, ordinance violations, water/sewer taps, and various other Building Inspections and Public Works functions. Responsible for preparing and providing receipts, tracking transactions, and reconciling balances of receipts and funds. Submits funds to Deputy City Clerk.
8	S	Receives and directs calls and walk-in customers as needed to resolve complaints or inquiries regarding water/sewer, solid waste collection, and streets and drainage matters. Dispatches appropriate personnel to expedite resolutions.
9	S	Provides administrative support to Building Official and Public Works Director through data collection and reporting, form development, filing, faxing, and various other associated functions. Monitors and maintains an inventory of office equipment and supplies.

### **OTHER ESSENTIAL DUTIES**

1. Regular and reliable job attendance is required.
2. Practices Public Works Department's PROACTIVE Core Values.

### **JOB REQUIREMENTS**

<b>Job Requirements</b>	
Formal Education / Knowledge	Work requires the knowledge of office clerical procedures, cash handling practices and machines, including business practices, mathematics and bookkeeping practices. Considerable knowledge and understanding of City ordinances of building inspection, city, state, and federal building codes, and how they apply to the permitting process. Knowledge of Public Works and City policy. Demonstrates proficiency with Microsoft Office Suite and appropriate Tyler INCODE modules.
Experience	A combination of education and experience and professional skills that best meets the needs of this position will be considered. Some considerations are: Currently attending high school or diploma/equivalent required. Accounting clerk or customer service experience preferred.
Certification and Other Requirements	None
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Basic - Ability to perform the four basic arithmetic operations. Ordinarily, such education is obtained in elementary school up to high school. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, and prepare business letters, expositions, and summaries with proper format, punctuation, spelling,

	and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Managerial	Receives general direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance is reviewed periodically.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Job has no responsibility for the direction or supervision of others.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach an agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas. Able to effectively communicate with the public and respond to and occasionally de-escalate volatile conversations with angry customers.

## **PHYSICAL STRENGTH DEMANDS**

Sedentary ✓	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

## **PHYSICAL DEMANDS**

*This is a description of the way this job is currently performed; it does not address the potential for accommodation.*

<b>C</b> = Continuously 2/3 or more of the time.	<b>F</b> = Frequently From 1/3 to 2/3 of the time.	<b>O</b> = Occasionally Up to 1/3 of the time.	<b>R</b> =Rarely Less than 1 hour per week	<b>N</b> = Never Never occurs.
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Physical Demands	Frequency	Activity
Standing	F	Communicating with co-workers
Sitting	F	Desk work
Walking	F	To other departments, to office equipment
Lifting	O	Files, supplies, garbage bags
Carrying	O	Files, supplies, garbage bags
Pushing/Pulling	F	File drawers
Reaching	F	For files
Handling	F	Paperwork

Fine Dexterity	F	Computer keyboard, calculator
Kneeling	R	Filing in lower drawers
Crouching	R	Filing in lower drawers
Crawling	N	
Bending	O	Retrieving items from lower shelves
Twisting	O	From computer to telephone
Climbing	N	
Balancing	N	
Vision	C	Reading, computer screen
Hearing	C	Communicating with co-workers and the public and on the telephone
Talking	C	Communicating with co-workers and the public and on the telephone
Foot Controls	N	
Other (Specify)		

**EQUIPMENT, MACHINE,  
TOOLS, AND WORK AIDS**

Personal computer with Incode and Microsoft Office software, including Word and Excel, pens, pencils, calculator/10-key, phone, hand-held radio, garbage bag rolls, meter reader radio-read devices.

**ENVIRONMENTAL FACTORS**

D=Daily	W=Several Times Per Week	M=Several Times Per Month	S=Seasonally	N=Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS		PRIMARY WORK LOCATION
Mechanical Hazards	N	Respiratory Hazards	N	Office Environment ✓
Chemical Hazards	N	Extreme Temperatures	N	Warehouse
Electrical Hazards	N	Noise and Vibration	N	Shop
Fire Hazards	N	Wetness/Humidity	N	Vehicle
Explosives	N	Physical Hazards	N	Outdoors
Communicable Diseases	N			Other (see 2 below)
Physical Danger or Abuse	N			
Other (see 1 below)	N			

- (1) N/A
- (2) N/A

**PROTECTIVE EQUIPMENT REQUIRED**

None

## NON-PHYSICAL DEMANDS

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NON-PHYSICAL DEMANDS	
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	F
Other (see 3 below)	N

(3) N/A

