

CUSTOMER SERVICE SPECIALIST POSITION DESCRIPTION

General Statement Of Duties:

The employee performs responsible work of a clerical nature in the area of municipal and utility accounting, bookkeeping and finance and does related work as required.

Distinguishing Features Of The Position:

The employee performs a variety of accounting, bookkeeping, and clerical tasks and assists in the maintenance of related fiscal records. The work is performed under the guidelines set by state statute, the Public Service Commission, city ordinances, and the City Administrator/Finance Director and is executed accordingly. The customer service specialist position is filled by the City Administrator/Finance Director. The customer service specialist is under the supervision of the City Administrator/Finance Director. The customer service specialist is considered a member of the Finance Department.

Examples of work (illustrative only):

Utility Billing & Collections:

- Enters meter reading data.
- Enters all other data necessary to generate monthly utility bills to customers.
- Generates monthly utility bills, prepares, proofs, and uploads electronic file to mailing service.
- Determines amounts of final bills when customers terminate service.
- Processes receipt of payments of utility bills whether received in person at City Hall, by mail, or collected by various agents.
- Generates and mails late-payment statements and disconnection notices in accordance with City policy.
- Collects and tracks customer deposits.
- Shall be knowledgeable and perform updates the general ledger in a timely fashion; prepare sales tax reports for utility billing, and track aging and balances general ledger of utility accounts receivable in the absence of the Accounting Technician.

Accounting:

- Process accounts payable in the absence of the Deputy Clerk/Treasurer and/or Executive Assistant.

Permits & Licenses:

- Assists with applications for all permits and licenses issued by the city, except liquor and operator licenses, in accordance with applicable state statute or city ordinance.
- Assists with requests for reservations of park shelters and other park facilities.
- Acts as a cashier and performs other related cash receipting procedures.

Miscellaneous:

- Coordinates and communicates with Municipal Service work crews in emergency events.
- Picks up and sorts incoming mail if requested to do so by the city clerk/treasurer.
- Maintains adequate office supplies for city hall and orders additional supplies as needed.
- Assists the general public in problems pertaining to city matters and handles general complaints, either in person or on the telephone.
- Assists the Customer Service Clerk as needed with posting notices, mail, deposits, Little League Registration, or other tasks as needed.
- Assists the Finance Department with elections and other various tasks as needed.

Job standards (acceptable experience, training and education):

- Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting, and bookkeeping. A minimum of one (1) year of related experience, or equivalent combination of related education, training and experience that provides the required knowledge, skills and ability.
- Working knowledge of computers and electronic data processing, working knowledge of modern office practices and procedures.
- Skill in operation of equipment listed below.
- Ability to maintain effective accounting/bookkeeping procedure, ability to carry out assigned projects to their completion, ability to communicate effectively verbally and in writing, and ability to establish and maintain effective working relationships with employees and the public.
- Ability to make decisions in accordance with laws, regulations, ordinances and established procedures.
- Any equivalent combination of the above experience, education, and training which provides the knowledge, skills and abilities required for this position and satisfy the job standards at the discretion of the city clerk/treasurer and city administrator.
- Ability to meet the bonding requirements of the city, if any.

Tools and equipment used:

Personal computer, word processing and spreadsheet software, accounting software, telephone, 10 12 key calculator, electric typewriter, copy machine, fax machine, optical scanner, postage meter, two-way radio, and all other equipment required to perform the duties and responsibilities of this position.

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 duties and responsibilities of this position.

While performing the duties of this job, the employee is frequently required to sit or stand, talk or listen for extended periods of time. The employee is occasionally required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 40 lbs. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Work environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderately noisy.

Hours of work: 7:30 AM to 4:30 PM, with an unpaid one-hour lunch break; additional hours may be required.

Selection guidelines:

Formal applications, rating of education and experience, or an interview and reference check. Job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

The position description for the Customer Service Specialist does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change. No individual City official has authority to enter into an oral or written promise or contract of employment with any individual or group of employees. Any employment contract must be approved by a majority of the Common Council.

Approved by Finance & Labor Relations Committee 03/14/2013

Revised and approved by Finance & Labor Relations 1/08/2015