



Town of Oro Valley Classification Description

Title: **CUSTOMER SERVICE REP**
Job Code: 1880
FLSA Status: Non-Exempt

Department: Water Utility
Salary Grade: 105

POSITION SUMMARY:

Under direct supervision, this is a specialized customer service position providing a full range of service support to the Town's water utility customers involving billing, fee calculation, adjustments, establishing and disconnecting water services, processing and collecting payments, coordinating field research to follow-up on customer requests, explaining and interpreting Department policies and procedures and solving customer problems.

ESSENTIAL JOB FUNCTIONS:

- A. Collects fees, verifies accuracy, establishes and closes accounts, processes billing and/or correspondence, contacts and follows up on customers regarding inaccurate payments, usage and meter installations.
- B. Assists with processing monthly electronic payments as needed.
- C. Assists with reconciling and posting payments through billing software, balancing daily deposits and preparing required reports as needed.
- D. Processes security deposits, prepares work orders and notifies customers of delinquent status.
- E. Greets and directs customers to appropriate personnel within Department.
- F. Provides clerical assistance to Department and Town staff.
- G. Adjusts, enters and updates customer accounts in computer.
- H. Communicates with the public or other Town staff/officials to assist with using Department services/programs.
- I. Researches, resolves and responds to customer questions, inquiries, complaints or problems regarding services or billing.
- J. Interacts with other departments in the processing of any customer related issues.
- K. Complies with Town and Department policies and procedures regarding customer service.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of Town and Department policies and procedures.
- Knowledge of personal computer hardware and software as it relates to spreadsheet and billing software.

- Knowledge of customer service techniques, business procedures and general office practices.
- Skill in interpreting and following instructions and procedures.
- Skill in completing multiple tasks, projects and demands under stressful situations.
- Skill in representing the Department and the Town professionally, effectively and efficiently.
- Skill in mathematical calculations, organization, accuracy, verbal and written communication.
- Skill in establishing and maintaining effective working relationships.
- Skill in processing customer payments.

MINIMUM QUALIFICATIONS:

- A high school diploma or equivalent.
- Two (2) years' experience in a customer service, clerical, accounting and/or record keeping environment; **OR**
- An equivalent combination of education and experience.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.