

CITY OF TAYLORSVILLE, KENTUCKY JOB DESCRIPTION

Job Title Customer Service Representative

Reports to City Clerk

Supervises None

Overtime Status Non-Exempt

Characteristics of the Class

Under general administrative direction of the City Clerk;

- Type correspondence as requested by the City Clerk.
- Collects water payments, opens/distributes mail.
- Answers telephone.
- Signing up of new customers and new meter sets.
- Assists customers utilizing water and sewer maps.
- Works with all billing and delinquent notice process.
- Performs paperwork for cut off and turn on water customers.
- Knowledge of collection of Insurance Tax Premium, Occupational License Fee, Business Licensing, Property Taxes – Processing of paperwork for business licenses and tax bills.
- Knowledge of the procedures to follow up on delinquent Occupational License Fees, Business Licensing and Property Taxes.
- Processing monetary transactions, makes adjustments on customers' accounts, changing addresses on customer accounts, keeping Escrow Account balanced at the end of the month.
- Knowledge of how return check and returned bank drafts are handled performing accounting, record keeping and front office activities necessary for support of city operations.
- Performs related work as required.
- Knowledge of collection of fees and placing of information in utility program and MAS90.
- Knowledge of escrow printouts and billing and posting to accounts.
- Knowledge of billing, such as postal report, posting of postage, bad debt and refund checks.

- This position may require the implementation of responsibilities outside of the normal workweek.
- This position is not considered essential as related to inclement weather or natural disaster.

Essential Job-Related Duties or Responsibilities

- Typing correspondence and compiling data as requested by the City Clerk.
- Assist front office staff with:
 - Collection of water payments, opening/distribution of mail and answering the telephone;
 - Signing up new customers, as well as signing up new meter set customers (utilizing water and sewer maps);
 - Working with all the billing and delinquent notice process, performing turn on and cut –offs, creating and completing service orders;
 - Requesting any supplies that are needed;
 - Collection of Insurance Tax Premium, Occupation License Fee, Business Licensing, and Property Taxes and
 - Processing business licenses and printing tax bill, following up on delinquent Occupational License Fees, Business Licensing and Property Taxes, processing monetary transitions, making adjustments on customers' accounts, changing addresses on customer accounts.
 - Keeping Escrow Account balances at the end of the month.
 - Knowledge of how return checks and return bank drafts are handles is helpful.
- Performs other related duties as required.

Typical Working Conditions and Unique Physical Requirements

- Majority of time spent indoors at office with very little physical exertion required other than occasional light lifting.
- Majority time spent at computer.

(Persons employed in this classification will typically perform their primary job duties under these conditions. However, these conditions may change on occasion in performing the duties of any individual position.)

Minimum Qualifications

Education, Training and Experience

- Associate's Degree in accounting from an accredited college or university, may be supplemented by at least two (2) years of progressively responsible accounting work.
- Bachelor's Degree in accounting from an accredited college or university may be substituted for required experience.

Special Licensing and Other Requirements

- Valid driver's license
- This position requires that employee shall be bondable during employment.

Special Knowledge, Skills and Abilities

- Knowledge of modern accounting procedures.
- Knowledge of human resource procedures.
- Knowledge of basic principles of municipal accounting and finances.
- Knowledge of modern office practices, procedures and equipment.
- Knowledge of practices and methods involved in the receipt and disbursement of funds and related fiscal records.
- Knowledge of computer technology with ability to learn and utilize necessary computer software programs, including spreadsheets and word processing applications.
- Must have effective written and verbal communication skills.
- Ability to establish and maintain effective working relations with employees, governmental officials and the general public.
- Ability to maintain important records efficiently and accurately and to prepare clear and concise reports from information.

DISCLAIMER:

The preceding job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this classification. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

Employee Signature

Date

Supervisor Signature

Date

Executive Authority Signature

Date