

# Urbandale Water Utility

## Job Description

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**Job Title:** Customer Service Representative

**Department:** Water

**Supervisor:** Finance/Office Manager

**Date:** November 3, 2023

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**Type:** Full Time

**Annual Pay** \$49,528 - \$74,290

### **Summary Description:**

Reports to and performs duties as assigned by the Finance/Office Manager. Assists customers by phone, emails, in person, and written correspondence. Has direct contact with customers to resolve customer complaints, generate service orders, and answer questions concerning bills and other utility related business. Processes mail and posts payment to customer accounts.

### **Routine Job Duties/Responsibilities:**

- Answer telephone and assist customers at the front counter
- Address customer questions and concerns
- Generate service orders
- Open mail & process return mail items
- Post payments to customer accounts
- Count and provide exact change to customers
- Prepare daily bank deposits
- Maintain and track payment arrangements and owner lists

### **Periodic Job Duties/Responsibilities:**

- Generate utility billings and rebills
- Reconcile bank statements
- Write checks
- File and scan documents
- Perform additional duties as required to maintain effective and efficient operations of the Utility

### **Education/Experience:**

- High School Diploma or equivalent
- Customer Service experience preferred
- Accounting experience preferred

### **Skills:**

- Strong communication (written and verbal) and interpersonal skills to interact with co-workers, supervisor, the general public, etc., to sufficiently exchange or convey information
- Ability to prioritize, schedule daily work
- Ability to record and maintain accurate records
- Ability to multitask

- Take initiative
- Friendly, patient and attentive to customers' needs and ability to respond to different character types

**Knowledge:**

- Basic accounting
- Basic computer operations
- Microsoft Office
- Operate calculator, copier and other office equipment

**Working Conditions:**

- Generally, work is performed at desk
- Frequently goes to counter to help customers
- Maintain regular attendance and punctuality
- Ability to handle and lift up to 20 lbs.
- Must have the physical ability to perform all duties
- Maintain a safe working environment

**Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The employer has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.**