



CLASSIFICATION TITLE: Customer Service Representative	JOB NUMBER: 7021	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Designated Director, Manager, or Supervisor	PAY GRADE: 14	FLSA STATUS: Non-Exempt

GENERAL SUMMARY

Performs administrative support work assisting customers in person and by telephone, receiving and providing customer service information, preparing and processing billing, cashiering, scheduling, and related work as apparent or assigned. Work is performed under the moderate supervision of the assigned Director, Manager or Supervisor (supervisor).

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Assists customers regarding requests for services to be started, changed, or discontinued; responds to questions or complaints concerning services and miscellaneous accounts receivable, billings, payments, deposits, credit extensions, rate schedules or changes including departmental policies and regulations related to the same.
- Computes, processes and audits billings according to established procedures; checks balances; requests corrections for billing errors and may adjust (if applicable) to assure accuracy.

- Audits records related to billings; enters, balances and reconciles accounts and maintains ledgers; processes requests, adjustments, transfers, disconnection notices, refunds and closing of accounts as appropriate.
- Performs research necessary to address customer issues or concerns; consistently applies the municipal code, policies and guidelines to customer situations, notifies the supervisor of circumstances that require clarification for correct application of the code, policies and guidelines, and takes responsibility for follow-through with the customer to bring closure to the request, service issue, or problem.
- Collects and receives payments and assists customers as assigned; balances cash drawers and prepares bank deposits; records and summarizes daily transactions.
- Maintains a high level of confidentiality and discretion in working with customer information, including Payment Card Industry (PCI) regulations.
- Receives and processes customer service mail; receives telephone calls and provides information as appropriate; prepares and sends correspondence and notifications according to established procedures; receives and provides information to other City departments and personnel, vendors, and various agencies and organizations.
- Reviews, verifies and approves or denies business license applications, including temporary or solicitor licenses; prepare and send correspondence and notifications to applicants and departments as necessary.
- Requests service work by utility workers to carry out customer service orders and discontinued service.
- Prepares, reviews, revises and maintains policy, guideline and report documents.
- Maintains records and files pertaining to divisional operations, programs and expenditures; prepares status reports, charts and graphs as requested; may assist with public records requests for division.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable Federal, State, and local laws, rules, codes and regulations.
- Financial and statistical record-keeping techniques.
- Basic math and computer skills.

- Proper telephone techniques and etiquette.
- Various financial, utility, and document management enterprise software systems.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Correct English usage, grammar, spelling, punctuation and vocabulary.

Skills and Abilities to:

- Provide excellent customer service.
- Handle transactions accurately and efficiently.
- Learn to interpret, apply and explain laws, codes, regulations, policies and procedures.
- Learn and adhere to typical office policies, rules and practices.
- Type at least 40 wpm with accuracy.
- 10-key by touch with speed and accuracy.
- Data entry (Alpha-Numeric) by touch with speed and accuracy.
- Understand and follow oral and written directions.
- Work with and maintain confidential information.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

High school diploma or GED and one (1) year experience providing customer service.

COMPETENCIES

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT







The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires regular and punctual attendance at the office or other assigned locations; work occasionally requires lifting, carrying, pushing, pulling and exertion of up to 30 pounds of weight and seldom up to 50 pounds; work regularly requires sitting, speaking or hearing and using hands to finger, handle or feel; frequently requires repetitive motions and occasionally requires standing, walking, stooping, kneeling, or crouching and reaching with hands and arms; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data; seldom exposure to outdoor weather conditions and operating motor vehicles; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

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 job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date

