

**CITY OF JASPER**  
**CUSTOMER SERVICE REPRESENTATIVE**

**DEPARTMENT: FINANCE/UTILITIES**

**SUMMARY:** The organizational goal for the City of Jasper is to provide exceptional customer service to fellow team members, residents and businesses. The Customer Service Representative is often the first experience a customer has with the city services.

**DESCRIPTION OF WORK:** This position is responsible for the collection and accurate processing of utility payments, answering and directing incoming city phone calls, mail and other projects as deemed necessary to advance the mission of the city. Scheduled work hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. Occasional overtime may be required.

**ESSENTIAL JOB FUNCTIONS:**

The following duties are normal for this position. The omission of specific statements of duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Answers questions and processes complaints regarding customer bills and fees.
- Receives and verifies cash and negotiable instruments for deposits on new accounts and payment of utility bills and other municipal fees.
- Daily check and balance cash and negotiable instruments against receipted copies of bills and register tapes and posts.
- Prepares forms, documents, and letters to provide up to date information for current and future residents.
- Initiates work orders for water turn-ons, shut-offs, meter rereads, and follows up with necessary paperwork.
- Set up new accounts for customers.
- Calculates fees, charges, and deposit refund requests.
- Prepares customer account adjustments.
- Maintains various records and documents to complete reports necessary to the checks and balances system within the utility function.
- Reviews meter readings for accuracy.
- Processes utility bills and prepares for mailing.
- Initiates procedures for collection of delinquent accounts.
- Performs other duties as required.

**MINIMUM QUALIFICATIONS:**

**KNOWLEDGE AND SKILLS**

- Knowledge of standard office equipment (e.g. telephone, computer, photocopier, facsimile, scanner, etc.)
- Knowledge of proper English, grammar, and spelling.
- Knowledge of office operations and protocols.
- Knowledge of office filing systems.

- Skill in applicable computer systems and software programs.
- Skill in oral communications in both one-on-one and group situations.
- Skill in written communications.
- Skill in the operation of standard office equipment.
- Skill in developing and maintaining effective interpersonal relations.

## **DESIRED ABILITIES**

Ability to exercise sound judgment in making decisions in accordance with applicable laws, ordinances, policies and procedures, and to maintain effective working relationships with other employees and to communicate effectively. Ability to conduct oneself in an appropriate matter when dealing with stressful situations and communicate effectively with the public in processing complaints.

Work is performed with limited supervision of the Finance Director and is reviewed while in progress and upon completion for conformance with established procedures or special instructions, with accuracy of work subject to audit through the daily reconciliation of monies.

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work. Tasks may involve extended periods of time at a keyboard or workstation accessing, inputting and retrieving information.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate both orally and in writing.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

## **EDUCATION AND EXPERIENCE:**

High School graduate or GED with a minimum of three (3) years experience in general office work, preferably in utilities, finance or business, which has included extensive customer service and financial transactions.

Salary is commensurate with experience. Open until filled.

Contact City Hall at (386) 792-1212, or 208 Hatley Street, Jasper, Fl 32052, to obtain an application packet. Questions or inquiries should be directed to Mark Meyers, Interim City Manager, (386) 792-1212.

*"The City of Jasper is an Equal Opportunity Employer." In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*