



JOB POSTING

CUSTOMER SERVICE REPRESENTATIVE

DEPARTMENT: Finance
POSTING DATE: September 23, 2016
CLOSING DATE: October 7, 2016
SALARY: \$22,267.49 - \$32,901.56

To perform this job successfully, an individual must perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The requirements listed below are representative of the knowledge, skills and/or abilities required.

GENERAL STATEMENT OF DUTIES

A Customer Service Representatives performs moderately difficult tasks in receiving and processing utility payments and maintaining utility accounts and records; does related work as required, and any other duties assigned by the City Manager and/or supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Answers telephone and greet walk-in customers; researches customer inquiries concerning utility billing or service and furnishes information to them on a wide variety of utility matters
- Receives and receipts utility service and deposit payments, utilizing a cash drawer; collects and processes payments made to night depository; handles large sums of money
- Prepare weekly lock off lists
- Processes work order requests for connection and disconnection of utility services, utilizing computer keyboard
- Coordinates with Building Inspections Division regarding new service connections and required inspections; coordinates with Public Works Department to change out meters
- Calculates bills for gas, water, sewer and garbage collection services; Generates final bills and deposit refunds
- Initiates collection for delinquent revenues, unauthorized usage, and returned checks

QUALIFICATIONS AND SKILLS

- Knowledge of City's utility billing practices, procedures and ordinances
- Knowledge of personal computers and various software packages
- Ability to communicate effectively
- Ability to work closely and effectively with customers, coworkers, and others
- Proficient in the use of a 10-key calculator
- High school diploma or GED; some utility accounting experience preferred
- Bilingual fluent in English and Spanish desired, with the ability to read and write proficiently in both languages

APPLICATION PROCESS

Applications may be picked up at City Hall or submitted online at <http://cityofpascagoula.com/employment>

City of Pascagoula is an Equal Opportunity Employer