

FLSA: NON EXEMPT
PAY RANGE: 18
PAY CODE: HOURLY
WC/CODE: 8810

**CITY OF WHARTON
CUSTOMER SERVICE CLERK**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a variety of customer service and technical accounting work related to utility finances including setting up and transferring customer utility accounts; processing utility bills and other cash collections, assisting customers with inquires regarding their utility accounts; providing customer service to the citizens of the City of Wharton; and perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Finance Clerk.

Exercises no supervision.

EXAMPLES OF IMPORTANT RESPONSIBILITIES AND DUTIES--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential duties and responsibilities:

Prepare a variety of utility billing documents including work orders, new service applications, credit/account adjustments, and collection letters.

Prepare and distribute work orders to respond to field service requests

Prepare applications for new utility service and enter new deposits.

Collect and record all payments received for utility accounts receivable, EMS, Civic Center and other departments and balance cash drawers.

Respond to citizen inquiries and complaints; research and resolve any discrepancies; explain policies and procedures to citizens; prepare and document account adjustments.

Prepare work orders for re-reads; calculate and enter bill balance adjustments.

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Prepare meter reader books; update and maintain files for meter reading.

Verify payment of bills and current service status; document collections and payments; dispatch service connection and disconnection orders accordingly; notify customers of charges and service disconnections.

Prepare and mail delinquent bills and corresponding reports.

Prepare for end-of-month billing; prepare and mail monthly bills, and reports.

Prepare and maintain a variety of letters and reports; prepare monthly utility reports for Finance Director.

Other important duties and responsibilities:

Provide back-up clerical relief when necessary; perform receptionist duties as requested.

Prepare and enter roll-off and miscellaneous garbage charges on all utility accounts; prepare waste management reports.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and computer equipment.

Basic accounting principles and practices.

Clerical accounting maintenance practices.

Principles of business letter writing and basic report preparation.

Basic operations of utility services.

Methods and procedures of data entry.

Principles and procedures of financial record keeping and reporting.

English usage, spelling, grammar and punctuation.

Basic mathematical principles.

Alphabetical and numerical filing systems.

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Ability to:

Perform general utility billing functions.

Maintain accurate, up to date records.

Respond to requests and inquiries from the general public.

Accurately count, record and balance monies received.

Work independently in the absence of supervision.

Understand and follow oral and written instructions.

Responsibly handle money and sensitive and confidential financial information.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Ability to:

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *walking, standing or sitting for extended periods of time*
- *assisting customers at a counter*
- *operating assigned equipment.*

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*
- *discerning various amounts of money during transactions*
- *working with numbers*
- *reading data on computer screen*
- *operating assigned equipment.*

Maintain mental capacity which permits:

- *making sound decisions and using good judgement*
- *answering questions*
- *dealing with sensitive customer situations*
- *handling confidential matters*
- *demonstrating intellectual capabilities.*

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Experience and Training Guidelines

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

One to two years of customer service experience, preferably handling utility billing or accounting matters.

Training:

Equivalent to the completion of the twelfth grade. Additional specialized training in finance, accounting, or a related field is desirable.

WORKING CONDITIONS

Environmental Conditions:

Work in an office environment utilizing a switchboard and computer; sustained posture in a seated position; high levels of customer contact.

Physical Conditions:

Essential and marginal functions may require maintaining physical condition necessary for walking, standing, or sitting for prolonged periods of time; general manual dexterity for keyboard operations.