

City of Big Spring
POSITION DESCRIPTION

Job Title: Customer Service Clerk
Department: Water Office

Grade/Step: 10-1
Salary: \$11.422

JOB SUMMARY

This position is responsible for collecting water bill payments.

MINIMUM QUALIFICATIONS

- Ability to read, write and perform mathematical calculations at level commonly associated with the completion of high school or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

MAJOR DUTIES, FUNCTIONS, AND RESPONSIBILITIES

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

- Receives and posts water bill payments at counter and drive-through window; posts water bill payments collected from drop box.
- Establishes new customer accounts.
- Answers telephones and responds to customer complaints, schedules work orders for Water and Wastewater department, and answers customer inquiries concerning water bills.
- Balances cash drawer daily.
- Maintains record of all insufficient checks received through transactions; reports overdue accounts to collection agency.
- Prepares bank deposits as needed.
- Assists with monthly reports as needed.
- Maintains inventory of office supplies; orders supplies as needed.
- Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of bookkeeping practices.
- Knowledge of record-keeping systems for utilities.
- Knowledge of city ordinances, codes, policies, and procedures.
- Skill in performing basic mathematical calculations.
- Skill in operating such office equipment as a computer, calculator, typewriter, copier, and facsimile machine.
- Skill in report preparation and records maintenance.
- Skill in dealing with the public.
- Skill in written and oral communication.

SUPERVISORY CONTROLS

The Customer Service Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include standard office operating procedures, city codes, and city policies and procedures. These guidelines are generally clear and specific, but require some interpretation in application.

COMPLEXITY

The work consists of related clerical duties.

SCOPE AND EFFECT

The purpose of this position is to accept and post payments for water bills. Successful performance helps ensure a financially-sound city administration.

PERSONAL CONTACTS

Contacts are typically with co-workers, employees from other departments, and the general public.

PURPOSE OF CONTACTS

Contacts are typically to give and exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS

The work is typically performed while sitting at a desk with intermittent standing or stooping.

WORK ENVIRONMENT

The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

These job descriptions are intended to indicate the kinds of tasks and levels of work difficulty required of the positions listed and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of management to assign, direct and control the work of employees under supervision. The listing of duties and responsibilities shall not be held to execute other duties not mentioned that are of similar kind or level of difficulty.