

**POSITION DESCRIPTION
WATER WORKS AND SEWER BOARD
City of Anniston, Alabama**

JOB TITLE: CUSTOMER SERVICE TECHNICIAN

CODE: 306

JOB DESCRIPTION

This is advanced clerical work involving complex and varied duties in the business office for a water and sewer utility. Employees in this class are assigned varied clerical and analytical tasks involving the application of detailed procedures, regulations, laws, and policies for the operation of a utility business office. The work includes operation of data processing equipment in receiving, accounting, and documenting activities and in processing and compiling reports, all in a fast-paced environment with frequent interruptions. Employees are expected to perform duties following established procedures and to independently and accurately accomplish clerical tasks associated with new accounts, billing, service requests, validation and proofing statistical and financial data, and varied record keeping. The work is normally performed with minor supervision by the office supervisor, and employees are expected to be capable of resolving unusual and difficult problems involving billing and records maintenance problems, and involving the investigations by maintenance personnel in to customer complaints. The work is reviewed and checked through daily audits, internal controls, and discussions.

ESSENTIAL FUNCTIONS

All duties listed may not be found in each position, nor does the list include all tasks, which may be assigned to positions in this class.

- Meet the public, explain and advise of rules, laws, and policy; resolve problems and complaints; receive payments from customers and schedule necessary services.
- Assist in the analysis, verification, and correction of data concerning varied utility operations and business office transactions as necessary.
- Explain policies and often work with difficult and often irate customers.
- Receive emergency calls and notify/dispatch appropriate personnel.
- Receive telephone and walk-in requests for varied utility service and maintenance problems; write requests for actions; post large volumes of records monthly; take large volumes of payments; issue receipts; establish new accounts; research each new account to ensure accuracy in establishing new accounts.
- Perform varied detailed clerical work requiring absolute accuracy and prepare utility bills for mailing under strict time constraints.
- Check meter reading data for errors and check customers' usage against prior usage.
- Write and process work orders for service worker for establishing services and disconnections. Request maintenance workers to investigate conflicting information concerning customer accounts.
- Follow up on the work performed by maintenance personnel to ensure customer needs are met and regulations are followed.

ESSENTIAL FUNCTIONS (Continued)

- Assist with the counting of various inventories.
- Process complex information from the field and make reasoned judgments concerning customer accounts and complaints.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to manage multiple tasks with strict deadlines and frequent interruptions
- Ability to reason tactfully and firmly with delinquent and/or irate customers in stressful circumstances.
- Considerable knowledge of the policies and regulations pertaining to transactions involving utility service, maintenance, billing, and business office procedures for the utility services, including city, state, and federal laws. Must stay abreast of changes in said regulations and procedures.
- Ability to work in a fast-paced environment under pressure from multiple monthly deadlines.
- Considerable knowledge of office practices and procedures including operation of computer input/output devices for billing and accounting purposes.
- Ability to work independently.
- Considerable knowledge of arithmetic and basic bookkeeping principles.
- Ability to process complex and occasionally conflicting information to reach a recommendation for a course of action.
- Knowledge of business English and spelling.
- Skill in typing rapidly and accurately.
- Ability to make arithmetical calculations and tabulations rapidly and accurately.
- Ability to receive and deal with the public, advise the public, resolve complaints, and to maintain effective working relationships with other employees and the public.
- Ability to understand and follow oral and written instructions.

QUALIFICATIONS

- Graduation from a standard senior high school or GED preferably supplemented by course work in business and accounting.
- Considerable experience in responsible clerical work involving typing and financial record keeping.
- Experience with basic computer programs, including spreadsheets and word processing, preferred.
- College level course work in accounting helpful, but not required.
- Experience balancing a cash drawer required.