

491 Ave H • P.O. Box 378
Poteet, Texas • 78065
Phone: 830.742.3574 • Fax: 830.742.8747

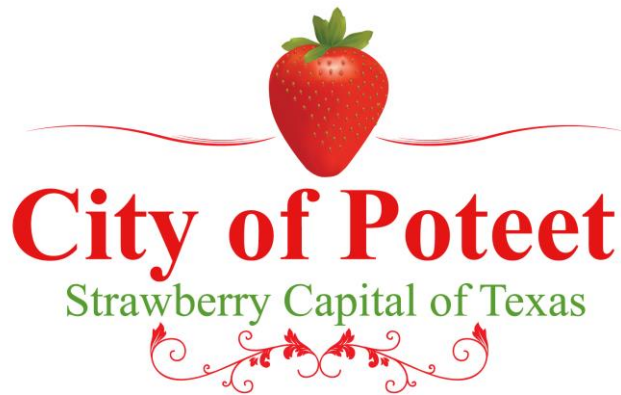
Duties and Responsibilities Of the Customer Service Clerk

SUMMARY OF POSITION:

Provide customer assistance for walk-in and telephone customers with a variety of questions and concerns pertaining to water, sewer, and billing. Performs a variety of routine clerical supportive functions for the City Administrator and City Secretary. Conducts and maintains records of accounts receivable. Assist customers with heavy and complex questions and concerns. Issues and maintains work orders for field service crews; performs regular data entry of meter readings; has regular contact with employees, customers, vendors, and outside agencies; processes customer payments of transactions; balances and records cash receipts on a daily basis. Performs general office practices related to customer service relations, recordkeeping, and bookkeeping; responsible for creation/maintenance of information on City website. Ability to deal tactfully with customers both in person and on the phone; ability to make routine mathematical calculations. Ability to analyze information, makes sound judgements and decisions of customer accounts. Ability to maintain self-composure when dealing with upset and irate customers. Must have superior Customer Service skills.

EXAMPLES OF WORK TO BE PERFORMED:

- Greet the public in a friendly manner.
- Excellent customer service skills
- Initiative, integrity and good judgement.
- Answer multi-line phone system.
- Informs citizens on City services and direct inquiries to appropriate department.
- Maintain and issue alarm / building occupancy permits.
- Maintain, record, and file all field work-orders and service orders.
- Accepts cash receipt transactions for utility payments, permits, services, etc.
- Balance cash till daily.
- Assist the City Secretary in the early voting election process.
- Assist the utility billing clerk with the utility billing process and procedures.
- Assist the City Administrator and City Secretary with administrative functions as directed.
- Receives by email, fax, or phone, inquiries from customers, contractors, and other city departments.
- Answers customer requests or inquiries concerning services, products, billing, and equipment.
- Verifies customer account and active services using various databases and software applications.



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- Researches customer account information to explain services, charges, and adjustments.
- Maintains files, logs customer complaints, creates service requests, and routes to the appropriate department(s).
- Assist utility billing clerk daily.
- Maintain and issue alarm permits / building occupancy permits.
- Treat all employees, citizens and guest with respect and courtesy.
- Perform other duties as assigned.

REQUIRED EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS AND ABILITIES:

- Graduation from High School or GED equivalent, plus two (2) years' experience in billing, or customer service.
- Knowledge of billing procedures.
- Knowledge of good customer relations practices.
- Skill in oral and written communication.
- Skill in handling multiple tasks and prioritizing.
- Skill in using computers and related software.
- Skill in planning and organizing.
- Skill in handling conflict and uncertain situations.
- Ability to work with frequent interruptions and changes in priorities.
- Ability to establish and maintain effective communication and working relationships with city employees and the public.
- Valid Texas class "C" driver's license.

DESIRED EDUCATION, TRAINING, AND EXPERIENCE:

- Associate's degree and minimum of one to two (2) years office experience or an equivalent combination of education and experience required.
- Ability to relay factual and accurate messages.
- Legible handwriting.
- Ability to operate various office equipment, i.e. copy machine, calculator, fax machine, etc.
- Computer proficiency to include Google Suites, Microsoft Word, Outlook, and Excel.
- Ability to maintain confidentiality.
- Ability to organize and prioritize assignments.
- Preferred bilingual



ESSENTIAL PHYSICAL FUNCTIONS:

1. The physical activity of this position

- Stooping. Bending body downward and forward by bending spine at the waist.
- Kneeling. Bending legs at knee to come to a rest on knee or knees.
- Reaching. Extending hand(s) and arm(s) in any direction.
- Standing. Particularly for sustained periods of time.
- Walking. Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.
- Pushing. Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Pulling. Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Lifting. Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Fingering. Picking, pinching, typing or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping. Applying pressure to an object with the fingers and palm.
- Talking. Expressing or exchanging ideas by means of the spoken word. Those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Hearing. Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discriminations in sound.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- Sitting. A continuous period of being seated, especially when engaged in a particular activity.

2. The physical requirements of this position

- Light work. Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.

3. The visual acuity requirements including color, depth perception, and field vision.

- The worker is required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; visual inspection



involving small defects, small parts, and/or operation of machines (including inspection); using measurement devices; and/or assembly or fabrication parts at distances close to the eyes.

4. The conditions the worker will be subject to in this position

- The worker is required to function in narrow aisles or passageways.

ORGANIZATIONAL RELATIONSHIPS:

1. **Reports to:** Director of Public Works
2. **Directs:** This is a non-supervisory position.
3. **Other:** Has regular contact with general public, city employees and vendors.

Employee Signature

Date

Supervisor Signature

Date

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