

**CITY OF BARDSTOWN  
POSITION DESCRIPTION**

Class Title: Customer Service Representative I

Dept/Div: Finance

Supervisor: Chief Financial Officer

Supervises: None

Class Characteristics: Under general direction, performs accounts receivable duties for the city; serves as receptionist; assists other departments/divisions as requested; performs related duties as required.

Distinguishing Class Characteristic: Employees in the class series generally enter the class as Customer Service Representative I and progress to Customer Service Representative II and III after meeting pre-determined criteria, including (1) experience requirements, (2) demonstrating ability to perform essential functions at each level, and (3) the recommendation of the Supervisor and Chief Financial Officer and approval of the Mayor.

General Duties and Responsibilities:

Essential:

1. Enrolls/signs up new utility, cable and/or internet customers; prepares work orders.
2. Collects utility deposits, install fees, and charges for new customers.
3. Sends utility and cable orders to respective departments.
4. Assists existing cable and internet customers with making changes to their accounts.
5. Finds and collects delinquent utility and cable accounts; notifies supervisor to remove from collections.
6. Collects payments from customers and posts payments to accounts.
7. Sorts mail; enters mailed-in payments.
8. Enters night-box payments.
9. Collects payments for other departments who send net miscellaneous invoices.
10. Balances cash drawers daily; makes bank deposits.
11. Assists Tax Administrator in collecting and posting property tax payments.
12. Assists customers with billing questions.
13. Prepares SDC forms and collects payments; sends paperwork to Engineering.
14. Receives initial complaints of services from customers; either resolves the complaint or sends to appropriate supervisor or department.
15. Prepares and forwards return check letters.
16. Prepares and forwards collection letters for finalized account.
17. Prepares and maintains accurate records and reports.
18. Serves as Receptionist; greets customers/visitors in person or via phone and; answers inquiries or forwards to appropriate office; may type correspondence, letters, reports, etc.
19. Assists other departments/divisions as required or requested.

Non-essential: None.

**DESIRABLE QUALIFICATIONS**

Training and Experience: Graduation from high school or equivalent supplemented by one year related work experience, preferably with a public organization. Bachelors or Associates degree in related field may be substituted for the work experience requirement.

Special Knowledge, Skills and Abilities:

1. Knowledge of, or ability to learn, all departments within the City, including direct familiarity with customer service activities.
2. Knowledge of, or ability to learn, computer hardware and software utilized in customer service.
3. Knowledge of, or ability to learn, the methods and procedures used in accounting and reporting utilized by the city.
4. Knowledge of, or ability to learn, clerical methods and financial management systems used in processing payments.
5. Knowledge of modern office terminology, procedures, routines and equipment (including computer hardware and software.)
6. Knowledge of mathematics, business arithmetic and English.

Skills:

1. Data entry skills.
2. Written communication skills.
3. Exceptional public relations skills.
4. Excellent verbal communication skills, in person and by phone.
5. Excellent computer skills.
6. Exceptional skills in the use of office equipment.

Abilities:

1. Ability to work well with co-workers.
2. Ability to input data efficiently and accurately.
3. Ability to learn new software as it is introduced.
4. Ability to analyze computer problems and solve basic problems.
5. Ability to operate office equipment, including telephone, computer and applicable software programs, calculator, copier and other office equipment.
6. Ability to maintain accurate records and filing systems.
7. Ability to make mathematical computations with speed and accuracy.
8. Ability to firmly but professionally and courteously deal with the public in difficult situations.
9. Ability to establish and maintain effective working relationships with officials, employees and the general public; ability to firmly but tactfully and courteously deal with the public in difficult situations.
10. Clerical aptitude. Mental alertness. Attention to detail. Accuracy. Good judgment. Integrity.

ADDITIONAL INFORMATION

Instructions: Instructions are initially very specific, but become more general as the employee learns the essential functions of the job.

Processes: Work varies slightly; seldom required to take different, new or unusual approaches in completing work assignments.

Review of Work: Work is generally not reviewed unless questions are raised.

Analytical Requirements: Problems require analysis based on precedent.

Tools, Equipment and Vehicles Used: Normal office equipment, including computer, telephone, copier, calculator, cash register, etc.

Physical Requirements of the Job: Work is performed predominantly in an office at a desk or table; intermittent sitting, standing, stooping, walking required; must lift objects weighing less than 25 pounds as a requirement of the job.

Contacts: Frequent public and internal contacts requiring tact and diplomacy are requirements of the job.

Confidential Information: Regular use of confidential information.

Mental Effort: Moderate.

Interruptions: Constant.

Special Licensing Requirements: None.

Availability: Regular working hours.

Certification Requirements: None.

Additional Requirements: Must be bondable.

Overtime Provision: Non-exempt.