

JOB ANNOUNCEMENT



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POSITION OPENING: CS 24-01 **Post Dates:** 5/6/2024 – until filled.

Classification Title: Customer Service Technician I

Starting Hourly Rate: \$ 16.30 per hour.

Location: Customer Service

Term of Appointment: Regular/Full-time

Probationary Period: One (1) Year

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Job Summary

Entry-level (non-trainee) classification in the Customer Service Technician job series, responsible for providing accounting service duties to support the utility billing operations of the Utility Department. These duties include establishing and maintaining account information, assisting customers with account questions, maintaining related files and records, contacting customers to collect on delinquent accounts, initiating action for non-payment, and receiving and posting payments received in the mail and online.

Essential Tasks. Other duties may be required and assigned.

- Provides exceptional customer service by providing service information, answer question and resolve emerging problems for the Customer with accuracy and efficiency.
- Performs basic utility billing calculations, including fees calculation and detail of fee definition.
- Access the meter software to assess meter activity for leaks and malfunctions.
- Assists customers with non-delinquent tax collections, explaining due dates and potential penalties.
- Handles initial customer complaints within scope of knowledge or refers customers to appropriate manager/City department for resolution.
- Educates customers on utility leaks, usage, and billing.

Knowledge, Skills, & Abilities

- General knowledge of State and City laws, rules, and regulations related to utility billing.
- Proficient with computers, including requisite software (particularly Microsoft Excel and Word).
- Excellent verbal and written communication skills.
- Knowledge of office practices, procedures, systems, and equipment.
- General knowledge of accounting and bookkeeping principles/techniques to include:
 - Accounts receivable/billing procedures.
 - ACH and credit card processing procedures/guidelines and methods used to handle, receipt, record, and maintain money received and disbursed.
 - Mathematical computations quickly and accurately.
- Ability to:
 - Exercise sound judgment in decisions related to department rules, policies, and regulations.
 - Analyze data for patterns and irregularities. Ex: leaks and reading errors, to ensure the customer is billed correctly.
 - Prioritize work, meet deadlines, and perform in a multi-tasking environment.

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- Establish and maintain effective working relationships.

Reports to:

Reports to Customer Service Manager.

Physical Demands – Class A

- **LIFTING: Occasionally.** Floor to waist level lifts: Requires lifting boxes up to 50lbs. Hand trucks are available to move multiple boxes and items. Binders up to 25 lbs. are stored on shelves of varying heights. Horizontal lift: Transferring supplies (up to 25 lbs.) from worktables and desks. Overhead lift: Retrieving supplies (up to 25 lbs.) from top shelves.
- **PUSH/PULL: Rarely.** Other push/pull tasks include opening doors throughout the building. Push/pull needed for file drawers - the horizontal file drawer requires the use of two hands at the same time.
- **SINGLE HAND CARRY: Rarely.**
- **GRIP/HANDLING: Continuously.** Grip strength required for holding binders that may be as thick as 6 inches, telephone use, stamping mail and carrying mail. Pinch grip necessary for mail handling, and handling pages in binders. Other hand activities include use of calculators, computers, and manual writing tasks.
- **ELEVATED WORK/REACHING: Occasionally.** Reaching for office supplies that are kept at a higher level.
- **STATIC FORWARD BENDING: Occasionally.** May occur during standing activities at a worktable or workstation, moving items of the floor.
- **TRUNK ROTATION: Occasionally.** May occur during sitting activities at a workstation.
- **KNEEL/CROUCH: Rarely.** Leaning over a low filing cabinet.
- **REPETITIVE SQUAT: Rarely.** May occur while moving supplies or boxes off the floor to desk or shelf.
- **SITTING TOLERANCE: Continuously.** Sitting occurs with workstation tasks, meetings, trainings.
- **STANDING TOLERANCE: Occasionally.** Standing occurs during printer/copier use and working in the mailroom. May occur when interacting with a customers and employees.
- **WALKING: Occasionally.** Walking occurs within the Department up to 150 feet at a time. Walking to the elevator.
- **STAIRS: Rarely.** There are five steps or a ramp to enter the building.
- **STEP LADDER: Rarely.** A step stool may be necessary to access supplies on top shelves.

Work Environment

Standard office environment performed in an indoor and team office environment, with rotating on- call tasks required.

Minimum Qualifications

- Possession of or ability to maintain a valid driver's license.
- Successful completion of one-year probationary period as a Customer Service Technician Trainee or minimum two years customer service experience.
- Proficient with computers, including requisite software (Microsoft Excel and Word).
- Obtain Notary Public within 30 days.

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- InCode Utility and Cash Collections modules, and Census Analytics a plus.

Application must be completed in full to be considered.

<https://perry-ga.gov/human-resources>

This position requires pre-employment, post-accident, and random drug screening.

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AND A CERTIFIED DRUG FREE WORKPLACE**