



TOWN OF SURFSIDE CUSTOMER SERVICE REPRESENTATIVE

DEPARTMENT: FINANCE

NON-EXEMPT

GENERAL DESCRIPTION:

Responsible customer service work, performing a variety of customer service related work in Finance Department. Work is performed under the general supervision of the Finance Manager and/or the designee.

ESSENTIAL JOB FUNCTIONS:

1. Performs customer service including in person, on the phone on various subjects including Code Compliance, Water and Sewer and Solid Waste rules, regulations and procedures.
2. Posts payments, prepares deposits and processes refunds.
3. Processes lien notices and verifies with Code Compliance, Building and Water and Sewer Department. Provides the proper documentation and approval of any outstanding balances.
4. Performs lien searches through Miami-Dade County and ensures that the information agrees to the Town records. Provides the letter of the results to the title company and/or owner.
5. Schedules re-reads or water meters to determine if residents have water leaks.
6. Performs data entry.
7. Processes applications and accept payments for parking permits renewals for both residents and businesses.
8. Processes Extra-Duty payments for the Police Department.
9. Processes Resort-Tax, prepares applicable notices, and collects taxes and fees.
10. Receives, sorts and distributes mail to the corresponding departments and/or individuals.
11. Processes all incoming payments that are received via mail or the front counter for all town utilities.
12. Performs other duties as assigned.

(The essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job-related duties as required.)

MINIMUM QUALIFICATIONS:**KNOWLEDGE, ABILITIES AND SKILLS:**

- Knowledge of business math and accounting principles.
- Knowledge of daily operations and activities of customer service.
- Knowledge of Town ordinances, utility rates and billing policies.
- Knowledge of computer systems and software.
- Good customer service skills and phone etiquette.
- Knowledge of municipal Building permitting process and state laws regarding the permitting process.
- Knowledge of general office procedures, ability to follow directions and follow through on designated tasks.
- Ability to work under pressure and meet deadlines.
- Ability to handle difficult situations, complaints and individuals.
- Ability to multi-task.
- Ability to communicate orally and writing, clearly, tactfully and diplomatically with coworkers and the general public.
- Knowledge of construction terminology and documents.
- Ability to extract pertinent facts from verbal and written guidelines, policies and procedures and apply them to a variety of problems.

EDUCATION AND EXPERIENCE:

High School diploma for possession of an acceptable equivalency diploma.
Minimum of two (2) years' experience in permitting, utilities and customer service desired.

(A comparable amount of training, education or experience can be substituted for minimum qualifications.)

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

None.

ESSENTIAL PHYSICAL SKILLS:

- Ability to access file cabinets for filing and retrieval of data.
- Ability to sit at a desk and computer screen for extended periods of time.
- Ability to enter data accurately and at an acceptable speed.
- Acceptable eyesight (with or without correction).
- Acceptable hearing (with or without aid).
- Ability to speak and write English language and communicate effectively.
- Walking.
- Standing

ENVIRONMENTAL CONDITIONS:

- Work in an office environment.
- Work in stressful situation.

(Reasonable accommodations will be made for otherwise qualified individuals with a disability.)

Revision History: 4/10/2012; 7/18/2017; 2/10/2021

This job description does not constitute an employment agreement between the Town of Surfside and the employee. It is used as a guide for personnel actions and is subject to change by the Town as the needs of the Town and requirements of the job change.

Approved:

Town Manager's Signature: _____

