



## TOWN OF SURFSIDE CUSTOMER SERVICE REPRESENTATIVE

**DEPARTMENT:** WATER AND SEWER/SOLID WASTE

NON-EXEMPT

### **GENERAL DESCRIPTION:**

Responsible customer service work, performing a variety of customer service related work in the Utility Billing Department. Work is performed under the general supervision of the Public Works Director and/or the designee.

### **ESSENTIAL JOB FUNCTIONS:**

1. Maintains all utility accounts (new, changes, finals, etc.).
2. Performs customer service including in person, on the phone on various subjects including Code Compliance rules, regulations and procedures.
3. Posts payments, prepares deposits and processes refunds.
4. Processes utility bills, delinquent notices and lien notices/searches.
5. Prepares and submits sewer and water meter readings to the County.
6. Generates water quality reports.
7. Schedules re-reads or water meters to determine if residents have water leaks.
8. Dispatches water department for meter installs and disconnects.
9. Performs data entry.
10. Processes and verifies delinquent accounts for disconnection.
11. Performs balancing credits, reverse charges, adjustments and miscellaneous charges.
12. Processes payments for solid waste, water and sewer.
13. Processes Resort Tax, prepares applicable notices, and collects taxes and fees.
14. Processes applications for Certificate of Use, Public Works Permits.
15. Prepares sampling packets for residential testing of copper and lead.
16. Processes mail
17. 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.
- Ability to communicate orally and in writing, clearly, tactfully and diplomatically with coworkers and the general public.

- Ability to handle difficult situations, complaints and individuals and to multi-task.
- 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.
- 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.
- Ability to work under pressure and meet deadlines.

**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.)

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Revision History: 4/10/12; 7/18/17

**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: \_\_\_\_\_

