



P.O. Box 838  
134 S. Oak Street  
Jackson, GA 30233  
Phone: 770-775-7535  
Fax: 770-775-8051

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## CUSTOMER SERVICE REPRESENTATIVE

### JOB SUMMARY

This position is responsible for receiving monetary transactions for the City's public utilities and other services. This position also handles all the incoming calls concerning the City's services as well as requests from the general public. This position calls for excellent customer service as well as accurate cash handling skills. A customer service representative must use discretion in applying department rules to customer issues.

### MAJOR DUTIES

- Receive, disburse and record monetary transactions for public utilities and other services.
- Process all mail in and night box payments.
- Balance receipts and disbursements and prepare bank deposits daily.
- Post data to update accounts .
- Must be able to handle high volume of request from the general public
- Must enjoy working with the public and have a disposition that is warm, friendly, and customer oriented.
- Assist customers with routine and non-routine question and problems including but not limited to utilities or other issues.
- Updates customer accounts as needed.
- Organize and process all related work orders.
- Complete various tasks and other related duties as assigned by supervision.
- Handles new service fees and deposits as well as termination of services.

### KNOWLEDGE REQUIRED BY THE POSITION

- Have computer experience with Microsoft Word and Excel.
- Skill in customer service and problem solving.
- Ability of follow written and oral directions.
- Ability to read, write, and communicate effectively with customers and employees.
- Ability to work in a stressful environment and to utilize tactful ways to provide excellent customer service.

### GUIDELINES

- Includes the City policy and procedures, ordinances, regulations, and related Federal, State, and local laws.
- These guidelines are generally clear and specific, but may require some interpretation in application.

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#### MAYOR:

Carlos Duffey

#### CITY MANAGER:

Sylvia A. Redic

#### CITY CLERK:

Marjorie Stansell

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#### COUNCIL MEMBERS:

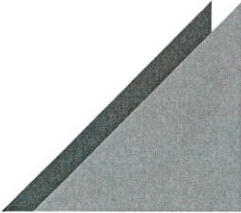
Theodore Patterson, District 1

Lewis Sims, District 2

Ricky "P-Nut" Johnson, District 3

Don Cook, District 4

Beth S. Weaver, District 5



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**COMPLEXITY/SCOPE OF WORK**

- Must be flexible as the work load varies during various times in the daily operations.

**CONTACTS**

- Contacts are typically with co-workers, City employees, agencies and members of the general public.
- Contacts are typically to provide services, or to give or exchange information.

**GENERAL QUALIFICATIONS**

- Ability to maintain effective working relationships with peers and the general public.
- Ability to understand and follow oral and written directions.
- Some knowledge of standard office procedures, practices, and equipment.
- Skill in the use of a variety of office machines.

\_\_\_\_\_  
Employee Printed Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

The above statements are intended to describe the general nature and level of work performed. They are not intended to be construed as an exhaustive list of full responsibilities, duties, and skills required by incumbents in the position,