

**CITY OF STILLWATER
JOB DESCRIPTION**

TITLE: Customer Service Representative	DEPARTMENT: SUA
RANGE: 28	DIVISION: Customer Service
EFFECTIVE DATE: 10/2012	REVISION DATE: 4/2016

APPROVALS

 Department	 Human Resources	 City Manager
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PURPOSE OF POSITION:

Assist customers in all phases of utility account maintenance, installation, deposit, payments, changes, inquiries, correspondence, billing problems, termination, etc., in person, or by telephone, mail or internet. Receive and prepare for deposit monies from other departments within City. Balance cash drawer. Process all paperwork associated with customer service system. This position reports directly to the Customer Service Manager.

ESSENTIAL JOB FUNCTIONS:

- Receive and enter utility payments into system.
- Receive deposits from other city departments to be entered into system.
- Provide prompt and courteous assistance to all customer inquiries.
- Process any necessary paperwork and enter data into the computer.
- Properly direct inquiries related to any aspect of city government.
- Balance cash drawer or assist with balancing cash drawer daily.
- Miscellaneous copying, typing, filing, and general office duties.
- Perform other duties as assigned.

EDUCATION, TRAINING, & EXPERIENCE REQUIRED:

- High School Diploma or equivalent.
- Cashier experience.
- 10 key and keyboarding experience.

SPECIAL CERTIFICATES, REGISTRATIONS, LICENSES REQUIRED:

- Valid driver's license. Must obtain Oklahoma license within thirty days of hire.

SKILLS, KNOWLEDGE & ABILITIES REQUIRED:

- Ability to communicate clearly and concisely.
- Ability to receive cash and make correct change.

PHYSICAL/MENTAL REQUIREMENTS:

- Ability to work efficiently under stress.
- May require periods of prolonged sitting.

ENVIRONMENTAL CONDITIONS & SAFETY CONCERNS:

- The noise level in the work environment is moderately to exceptionally noisy.
- General office safety procedures should be observed at all times.

JOB LOCATION:

- City Hall Municipal Building.

Employee Signature: _____

Date: _____

