Customer Service/Utility Clerk – Job Description

**Title: Customer Service/Utility Clerk**

**Reports to: City Clerk**

**Summary**

To be successful in this role, you should have a friendly and positive attitude, be able to work well under pressure, and have excellent multitasking skills. As a Customer Service/Utility Clerk, you will be responsible for answering phone calls and emails, processing customer payments, handling complaints, and providing support to customers. You will also be required to maintain accurate records of customer interactions and transactions. This job involves dealing with many different types of people, so strong communication and interpersonal skills are essential. You must also be able to handle difficult situations, remain calm, and provide solutions that satisfy the customer's needs.

**Skills Needed**

* Accountability and Dependability
* Adaptability and Flexibility
* Communication
* Customer Focus
* Ethics and Integrity
* Organizational
* Quality Orientation
* Time Management
* Teamwork

**Job Duties**

* Answer all phone calls in a professional manner
* Record all customer requests and forward those requests to the proper departments
* Resolve billing issues and determine the source of the problem to ensure it does not occur in the future
* Answer all customers’ questions and provide relevant information
* Record payments and collect revenue for all departments
* Responsible for Daily Deposits and Ledgers
* Keeping customer files in order and up to date
* Monthly Billing
* Monthly Shutoffs
* Handle all mail transactions
* Recommend changes that could provide better experiences for customers

In addition to the regular work listed above, the Customer Service/Utility Clerk may be assigned other duties from time to time by the City Clerk.

**Requirements**

* Grade 12 education or GED
* Ability to multitask
* Communicate well verbally
* Basic math proficiency
* Customer Service
* Problem Solve
* Good Listener
* Able to quickly solve problems
* Ensure Confidentiality

**Work Conditions**

* Office setting
* Must be able to sit for extended periods of time
* Must be able to lift 25lbs
* Internal Controls

**Reviews**

* A review of your work will be conducted at the 3-month mark, the 6-month mark and annually to evaluate performance, responsibilities, goals, and objectives.

**Term, Salary, & Benefits**

* This position is a full-time position consisting of 64 hours per bi-weekly pay period.
* Work hours will be 8:00 am to 5:00 pm Monday, Tuesday, Thursday, and Friday with a 1-hour lunch daily.
* The starting salary for this position is $17.00 per hr.
* You will be eligible for Health, Dental, Vision, Life Insurance, & Holidays after a 90-Day Waiting Period.
* You will be eligible for Retirement Benefits after a 6-Month Waiting Period.
* You will be eligible for Vacation & Sick Time after a 1-Year Waiting Period