

## Customer Service Representative – Part Time Water Department

### Position

Reporting to the Water Director, this position receives and processes water bill payments, processes billing records for the county, and provides administrative and clerical support for department operations.

**Salary:** \$14.49/Hourly

**Posting:** Until Filled

Submit resume to Bartow County HR via email to [cogginsm@bartowcountyga.gov](mailto:cogginsm@bartowcountyga.gov) or via mail to Bartow County Human Resources, 135 West Cherokee Avenue, St. 256, Cartersville, Ga. 30120

### MAJOR DUTIES

- Greets customers and answers telephones; assists with billing and related customer service information.
- Initiates new customer accounts.
- Prepares work orders to resolve customer problems and issues; requests re-reads of water meters.
- Processes bill payments.
- Processes leak adjustments.
- Balances daily financial reports.
- Prepares bank deposits.
- Processes return checks.
- Processes final bill refunds.
- Maintains related files and records.
- Maintains office supply inventory; makes purchases as needed.
- Issues orders for disruption of services due to nonpayment.
- Issues late notices.
- Posts credits and deposits on accounts for refunds.
- Performs related duties.

### KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of computers and job related software programs.
- Knowledge of county accounts receivable processes.
- Knowledge of customer service principles and practices.
- Skill in the preparation of required reports.
- Skill in the provision of customer services.
- Skill in oral and written communication.

### SUPERVISORY CONTROLS

The Customer Service and Utility Billing Supervisor assigns work in terms of general instructions. The work is reviewed for accuracy, compliance with procedures, and the nature and propriety of the final results.

### GUIDELINES

Guidelines include county ordinances, the schedule of fees, water user agreements, and department and county policies and procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

### COMPLEXITY/SCOPE OF WORK

- The work consists of related customer service duties. Frequent interruptions contribute to the complexity of the position.
- The purpose of this position is to assist customers with payments, account issues, and service issues.

- Successful performance helps ensure public satisfaction with the handling of water accounts.

## **CONTACTS**

- Contacts are typically with co-workers, other county employees, and customers.
- Contacts are typically to give and exchange information and provide services.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

None.

## **MINIMUM QUALIFICATIONS**

- Ability to read, write, and perform mathematical calculations at a level relevant to having a high school diploma or equivalent.
- High school diploma or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.