



## Job Description

### Customer Service Technician

Pay Grade: G04

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**Employment Status:** Full-Time

**FLSA Status:** Non-exempt

**Experience Required:** Minimum one (1) year of experience in a related field.

**Minimum Education Requirements:** High School graduation or possession of an acceptable equivalency diploma.

**Department:** Financial Services.

**Direct Supervisor:** Utility Billing Supervisor.

**Supervisory Responsibility:** Direct (x); Indirect (x)

**Primary Work Location:** Works inside in an office setting.

**Certification:** Valid Florida Driver's license.

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**Job Summary:** Provides complete customer service regarding various financial services provided by the City including establishing and servicing commercial and residential utility accounts. Provides direct contact resolution in service initiation, ongoing account review, management and maintenance and responds to inquiries related to utility services.

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### Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Process utility payments, accounts receivable payments, and all other miscellaneous payments.
- Verify check amounts and account numbers, ensure checks are complete, signed, and dated correctly.
- Balance cash drawer, prepare cash reconciliation worksheet, and complete daily bank deposit.
- Assist customers in person, by telephone, and internet with establishing and terminating utility accounts; accepting payments by check, cash, or credit card; setting up bank drafts and recurring credit card payments; and updating customer account information.
- Research and analyze customer's consumption usage and profile data.
- Providing information regarding billing, fee structures, and delinquencies.
- Respond to customer complaints, perform research and analyze account data to provide resolutions.
- Ensure all email inquiries are responded to promptly and professionally.
- Work with Utility Billing Specialist to evaluate account adjustments.
- Generate and close service orders and file accordingly.
- Communicate and work closely with field staff in-person and by radio. Relay services to be performed in the field and processes the information accordingly.
- Complete lien searches.
- Perform data entry, filing, copying, scanning, faxing, and emailing.
- Open and close lobby area and outside facility area for public access.
- Perform other job duties as assigned.

### Knowledge, Skills, and Abilities (KSA's) for Position



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An employee in this class must have the following knowledge, skills, and abilities upon application:

#### **Knowledge**

- Office processes, procedures, and equipment.
- Auditing techniques and procedures.
- Application of accounting principles to specialized accounting transactions.

#### **Skills**

- Strong written and oral communications and relational skills.
- Public relations and customer service.
- Follow and relay complex oral and written instructions, policies, and procedures.
- Basic math skills for budget and other financial calculations.
- Operate a variety of office equipment, including computer, printer, calculator, fax, and copier.

#### **Abilities**

- Keep complete records, to assemble and organize data, and to prepare reports from such records.
- Maintain a high level of compassion and customer service while enforcing the policies of the City.
- Establish and maintain effective relationships with subordinates, other employees, and the general public.

#### **Physical Demands**

The work is light work which requires exerting up 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions.
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.



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\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

#### Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

*Check the appropriate box, fill in the needed accommodations, if required, then sign and date.*

- ☐ I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- ☐ I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources

\_\_\_\_\_  
Date