

**IREDELL WATER CORPORATION
JOB DESCRIPTION**

JOB TITLE: Utility Customer Service Representative/ Billing Clerk

DEPARTMENT: Administration

EFFECTIVE DATE: 02/22/2022

SUMMARY: To perform a variety of general and complex administrative duties in support of the water utility service. Duties include receiving and processing customer utility payments, entering data into utility management software, assisting customers over the phone, through email, and in office, handling work orders, meter reading information, and preparing utility bills. Employee should provide professional, effective and efficient public service assistance to the general public.

DUTIES AND RESPONSIBILITIES:

- Verify correct billing amount with customer account; adjust accounts as necessary; prepare and balance entries on computer system including cash payments; verify, record and balance prepared vouchers and adjustments including accounts receivable deposits and the initiation or termination of utilities service; prepare final billings for distribution.
- Screen and direct calls and visitors as appropriate; answer questions and provide information to the public; refer public and customer complaints and questions to appropriate staff member for resolution; research accounts for customers as necessary.
- Maintain a variety of files and filing systems including water payment cards; prepare, maintain and update various records; research and verify information as requested.
- Prepare and review a variety of correspondence, reports, corrected billings and documents as assigned; complete various forms; prepare and distribute reports for review and use; prepare and maintain a variety of forms used by an assigned department or division.
- Provide clerical support to assist designated division staff in the completion of their duties and responsibilities.
- Order and maintain office supplies and associated materials.
- Balance receipts for petty cash as assigned
- Participate in cashier duties as necessary.
- Performs other related duties as assigned by Management.

QUALIFICATIONS:

- High School Diploma or GED.
- Minimum 1 year experience handling cash on daily basis.
Minimum 1 year experience in a customer service position.
- Strong written, verbal, and interpersonal communications skills including ability to listen attentively and to communicate information clearly and effectively.
- Demonstrates interpersonal, collaborative, and relationship-building skills; ability to interact positively with teammates at various levels across the company and customers
- Modern computer software, including MS Outlook, Excel, Word, and Access experience.
- Ability to work independently, prioritize workload and deliver quality results on time while working on multiple projects simultaneously.

COMPETENCIES:

- **Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Frequently required to utilize hand and finger dexterity
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Continually utilize visual acuity to operate equipment, read technical information, and/or use a keyboard
- Occasionally required to lift/push/carry more than 50 pounds
- Specific vision abilities required by this job include: Close vision; Peripheral vision; Depth perception and ability to adjust focus

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.