



**BOARD OF PUBLIC WORKS  
JOB ANALYSIS SCHEDULE  
CUSTOMER SERVICE REPRESENTATIVE - BUSINESS OFFICE - UTILITY SYSTEM  
*Non-Exempt-Non Safety Sensitive***

**WORK PERFORMED:**

The Customer Service Representative or CSR reports to the Customer Service Supervisor. The CSR is responsible for a variety of customer service functions, including, direct customer contact; telephone inquiries; computer data entry; payment input including cash, checks and credit card transactions and collection reconciliation. Maintaining Business Office records; processing reports; handling customer billing functions; and related office responsibilities as assigned by the Customer Service Supervisor and in the absence of the supervisor the Senior Billing Analyst. In addition to CSR functions, additional administrative duties directed. The Job Analysis Schedule for the CSR position may be amended without notice as deemed necessary by the HBPW. The CSR must comply with all of the HBPW's policies, procedures and safety regulations.

The CSR shall be knowledgeable of, and have the ability to perform, the following:

- Direct customer contact skills
- Telephone communication skills
- Operation of office equipment
- Computer data entry
- Accounts receivable processing and reconciliation
- Standard Business Office procedures
- Multiple office skills including back-up capability for other positions
- Operate a motor vehicle
- Perform mathematical computations with speed and accuracy
- Administrative duties as assigned

**EXAMPLES OF ESSENTIAL JOB FUNCTIONS:**

- Proper handling of customer service issues, either through telephone contacts or by in-person office contacts.
- Accurately enter customer service orders and information into billing computer system.
- Receive, record and balance, on a daily basis, all customer receivables.
- Accurately and courteously answer customer inquiries.
- Assist customers in utility service functions, including new services, discontinued services and transferred services. Verify proper completion of forms by customers and enter data correctly into HBPW records.
- Develop and confirm delinquent account lists, process customer extension requests and properly document all customer arrangements.
- Verify service disconnection lists and notify customers of scheduled utility service disconnections.
- Accept, enter and process various service orders, department work orders, and information from other offices.
- Become familiar with, comply with, and be able to explain all utility rate structures, utility system policies, utility system arrangements, utility service types, HBPW policies, and HBPW standard office procedures.
- Be able to work independently without constant or immediate supervision.
- Properly file/ scan business office documents or records.
- Perform routine Business Office tasks including; mailing, banking, collection, and miscellaneous items of HBPW materials at required locations, as required
- Administrative correspondence and reporting. Maintain electronic and paper files.



#### QUALIFICATIONS:

The CSR shall have excellent communication and public relations skills, and must be able to handle customer needs on a person-to-person basis or by telephone. Customer needs may include complaints, inquiries, or emergencies. These matters shall require the CSR's prompt attention, accurate responses, consistent treatment and maintenance of composure under a variety of tense situations. The CSR must have good inner office communication and the ability to work with many types of personalities in a harmonious manner.

The CSR shall be proficient in office machine operation. The CSR shall have knowledge of and skill at operating modern office equipment, including; word processing (MS Word); spreadsheet software (MS Excel); facsimile machine; calculator; office procedures, and the input of data or text with speed and accuracy. The CSR shall be familiar with computer operations, including use of a Windows-based software environment. The HBPW may require data entry demonstration, or other skill confirmation to verify an employee's or prospective employee's acceptable performance. Experience with utility billing systems and related software is preferred.

The CSR shall be required to have and maintain a current Driver's License. The driving record shall be subject to initial and periodic checks for validity. The CSR shall be required to operate a HBPW vehicle to perform regular errands and to attend any required HBPW business affairs.

As a condition of employment, the successful applicant will be required to pass a standard HBPW physical examination.

#### SAFETY RESPONSIBILITIES:

The CSR is required to comply with all safety regulations of the HBPW. The CSR is a Non-Safety sensitive position, not directly affecting the safety and wellbeing of field workers or the public. All positions must comply with the HBPW Drug Free Work Place policy.

#### PHYSICAL DEMANDS:

This position is a non-safety sensitive position. The physical capabilities of the CSR are described in relation to those needed to successfully perform the essential functions; however, reasonable accommodations shall be made to enable persons with disabilities to perform said functions. The position involves an office workplace with appropriate physical coordination being required to operate the various pieces of office equipment. The performance of the job requires the CSR to walk, sit, talk, hear, use hands and fingers for job functions, ability to reach with hands and arms, and the ability to operate two devices concurrently (such as talk on the telephone while reviewing records on the computer screen). The CSR must have close vision and the ability to focus. The work requires an ability to lift at least 25 pounds, the ability to operate a HBPW vehicle, to weigh mail and apply postage, and the ability to deliver the daily mail to the local post office, including the handling of special mailings (i.e.; certified mail).

#### VERSATILITY:

The CSR must be able to handle multiple tasks on a simultaneous basis, must be able to learn new job duties as assigned by Supervisor, and shall be required to back-up other personnel during high workloads, vacations or other absences. The CSR may be reassigned to other departments on a temporary basis as needed to address special workloads or needs. The Supervisor reserves the right to schedule the CSR's work hours to stagger lunch breaks, insuring adequate office staffing during the noon hour.

The duties listed above are intended only as illustrations of the various types of work that may be performed.

This job description does not constitute an employment contract between the employer and employee, and is subject to change by the employer as the needs of the employer and requirements of the job change.