

**Job Title:** Customer Service Rep I

Reports to: Office Supervisor

FLSA Status: Non-Exempt

Salary Range:	Minimum	Midpoint	Maximum
	\$10.01	\$15.53	\$19.38

**Job Summary:**

This is varied general office and clerical work. Under the direct supervision of the Office Supervisor, the employee performs a variety of clerical duties following established guidelines.

**Essential Functions/Work Performed Statements:**

*This list is not comprehensive, but indicates duties and responsibilities which may be redefined pursuant to operational needs:*

- Greets customers; answers telephone; ascertains nature of contacts; refers customer complaints and inquiries as necessary to appropriate or designated contact.
- Receives, sorts, and distributes incoming mail and/or payments; runs errands as requested.
- Processes reports; examines reports for accuracy, notes any discrepancies, and consults as needed with supervisor.
- Maintains records to ensure fees are paid as directed.
- Orders and maintains office supplies; reviews and prepares vendor invoices for payment.
- Operates various office equipment including personal computers.
- Maintains information on service requests, locates, yard requests by logging all pertinent information received from the client and internally-generated work.
- Types and reviews for accuracy any correspondence, form letters, and reports where instructions are clear and precedence is followed; generates related reports.
- Receives and remits meter reading information for billing purposes; maintains and informs personnel of route reading schedule.
- Assists in scheduling service requests by reviewing work with department supervisors; communicates with customers, clients, and employees concerning service requests; maintain files for service requests.
- Generates service requests for leak investigation, meter replacement, reading, and verifying meters; generates line locate requests and notifies all utilities of intent to dig.
- Monitors radio by answering calls and dispatching employees as needed.
- Cross trains in related positions as needed.
- Performs related duties as needed or assigned.

**Knowledge/Skills:**

Graduation from high school and two years of related clerical and secretarial experience, or any equivalent combination of education and experience which would provide the following knowledge, skills, and abilities:

- Knowledge of standard office practices and procedures, and equipment.
- Knowledge of grammar, punctuation, spelling, syntax, and basic mathematics.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow verbal and written instructions.
- Ability to maintain moderately complex records and ensure confidentiality.
- Ability to establish and maintain effective working relationships with other employees and the general public.
- Knowledge of appropriate business software programs, word processing, spreadsheet, graphics, etc.
- Valid state (of residence) driver's license required.

**Physical Demands:**

- Must be able to regularly use hands and fingers to hold or feel, reach with hands and arms, walk, talk, and hear.
- Occasionally required to stand, sit, climb, balance, stoop, and crouch.
- Specific vision abilities include close, distance, color and peripheral vision, and depth perception.