

TOHONO O'ODHAM UTILITY AUTHORITY

Position Description Customer Service Representative

Department: Administrative
Reports To: Electric & Water Billing Supervisor
FLSA Status: Non Exempt
Shift: 8:00 AM – 4:30 PM
Salary Level: 4
Prepared By: Tohono O'odham Utility Authority
Approved By: Mike Bethurem, General Manager
Approved Date: 06/26/2019

SUMMARY

Receives and receipts cash payments from utility consumers both over the counter, over the phone, via online customer web portal and through the mail; answers inquire and complaints and resolves or refers in a professional manner to the proper division; issues service requests; performs various billing tasks in preparation of monthly billing activities.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Receives office visitors such as salesmen, Board members, etc., in a pleasant and efficient manner and refer them to the proper person.
- Receives payments due from customers for electric, water, wastewater, telephone, Internet, cellular and propane billed service.
- Balances cash drawer and prepares monies for posting in the general ledger system in a timely manner, on daily basis.
- Prepared end of the month reports as well as daily close reports.
- Prepares payment stubs for submission to all of the billing departments in a timely manner.
- Answers inquiries from customers and resolves or refers to the proper Division.
- Issues requests for existing service hook-ups and discontinuance of service, meter rereads and prepares budget billing plans for customers.
- Enters completed service order data into the billing system and applies any and all changes as required.
- Assist in billing functions as instructed by the supervisor to include such duties as consumer account maintenance, updates customer information, answers inquiries regarding electric and water service, loads data into the Versa term devices for meter reading cycles.
- Assist in the preparation of electric, water, wastewater billing.
- Communicates with customer, verbally and in writing, regarding high bills and other billing/service complaints.

QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

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- The requirements listed below are representative of the knowledge, skill and/or ability required. Requires demonstration of customer service skills.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics includes: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED); and
- one year of related experience and or training; or
- Equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of organization.
- Prefer ability to converse in the Tohono O'odham and Spanish languages.

MATHEMATICAL SKILLS

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry and to draw and interpret graphs.

REASONING ABILITY

- Ability to solve practical problems, apply common sense understanding to carry out instructions in written or oral form.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Arizona Driver's License

OTHER SKILLS and ABILITIES

- Ability to work with customer information and billing computer software.
- Excellent customer service skills.
- Operate personal computer; understand financial and/or spreadsheet software.
- Establish and maintain effective working relationships with staff.
- Pay close attention to detail and schedules.

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- Prefer ability to converse in the Tohono O'odham language.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually quiet, typical of an office environment.