#### CUSTOMER SERVICE CLERK I

DEPARTMENT: UTILITY BILLING

GENERAL DESCRIPTION:

Interacts with the public to respond to billing inquiries and process payments.

ESSENTIAL JOB FUNCTIONS:

* 1. Collect and process payments for utility bills, permits and credit cards.
  2. Balance daily cash report.
  3. Post mail and drop box payments.
  4. Responds to telephone inquiries regarding balance amount, due date, extensions, location, and other general information.
  5. Research returned mail and refund checks.

1. Create service orders for resumes and terminations from the cut off list.
2. Maintain utility billing files and archives records on a periodic basis.
3. Process delinquent notices and outgoing mail and take to the Post Office daily. MINIMUM QUALIFICATIONS:

KNOWLEDGE, SKILLS AND ABILITIES:

* Knowledge of general office procedures.
* Knowledge of business math and bookkeeping principles.
* Skill in the operation of a computer, calculator and other common office equipment.
* Ability to exchange money with accuracy. EDUCATION AND EXPERIENCE:
* Graduation from an accredited high school or possession of a GED.
* One year of general office and cashier experience.

[A comparable amount of training, education or experience may be substituted for the above minimum qualifications]

ESSENTIAL PHYSICAL SKILLS:

**-** Ability to access file cabinets for filing and retrieval of data.

* Ability to sit at a desk and view a display screen for extended periods of time.
* Acceptable vision (with or without correction).
* Acceptable hearing (with or without correction).
* Ability to type 35 wpm. ENVIRONMENTAL CONDITIONS:
* Work inside an office environment.
* Stressful situations involving customers and duties.