



**OPPORTUNITY
WITHIN THE
CITY OF LA MARQUE**

POSITION AVAILABLE: CUSTOMER SERVICE REPRESENTATIVE

GENERAL DESCRIPTION:	<p>Responsible for providing efficient and courteous customer service to citizens/customers by performing clerical duties of a routine to moderately complex nature for the preparation and maintenance of City utility billing records and other office support functions; performs related work as required.</p> <p>Incumbent must be able to perform duties per detailed instructions with adherence to prescribed standards and procedures. Work involves receiving, balancing, and depositing cash and checks; ensuring the currency and accuracy of accounts, selling refuse bags and filing records. Reports to Utility Billing/Sanitation Manager.</p>
MINIMUM TRAINING/EXPERIENCE:	<ul style="list-style-type: none"> • High School Diploma or GED, including or supplemented by coursed in business practices, customer service, and/or secretarial practices. • 6-12 months experience in cash handling, problem analytical skills, and/or customer service; alternately, • An equivalent combination of training and experience, which provides the required knowledge, skills, and abilities. • Bilingual preferred, not required.
SALARY:	\$11.50-\$12.51 per hour (depending on qualifications).
DEADLINE:	Open Until Filled

An application must be completed and may be obtained on the City's website at www.cityoflamarque.org Go to the "Employment" tab to print an Employment Application. Employment Applications may be hand delivered or mailed to the City of La Marque City Hall at the address listed below. The City of La Marque is an Equal Opportunity Employer (EOE).

City of La Marque
1111 Bayou Road
La Marque, Texas 77568

***City of La Marque Position Description
Customer Service Representative
Utility Billing Department***

Title: Customer Service Representative

Department: Utility Billing

Grade Level:

FLSA Status: Non-Exempt

Reports To: Utility Billing/Sanitation Manager

Immediate Subordinates: N/A

Job Summary

Responsible for providing efficient and courteous customer service to citizens/customers by performing clerical duties of a routine to moderately complex nature for the preparation and maintenance of City utility billing records and other office support functions; performs related work as required.

Incumbent must be able to perform duties per detailed instructions with adherence to prescribed standards and procedures. Work involves receiving, balancing, and depositing cash and checks; ensuring the currency and accuracy of accounts, selling refuse bags and filing records. Reports to Utility Billing/Sanitation Manager.

Essential Job Functions (Must be performed with or without accommodations)

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Performs general bookkeeping and accounting tasks as necessary to maintain utility accounts including but not limited to collecting, receipting, and posting payment to appropriate accounts; balancing cash transactions/drawer and all other duties as assigned by supervisor
- Assist customers in problem resolution regarding service and billing; responds to customers' requests, concerns, and/or complaints
- Monitors delinquent accounts for disconnection/reconnection of service; processes approved billing adjustments and initiating and completing all necessary work orders for utility accounts;
- Communicates information regarding complaints, high utility invoices, etc. to Supervisor, and/or field personnel, as appropriate to assure proper resolution;
- Performs general clerical duties as required, including but not limited to answering telephone, communicating via two-way radio, generating reports and correspondences, copying, scanning and filing documents, preparing mail and night-drop, maintaining logs, shredding, etc.
- Processes "new service" and "final" applications per establish policies, processes, and procedures;
- Summarizes data in preparation of standardized reports, and maintains filing system;
- Serves as back up for Utility Billing Analyst as needed;
- Performs other duties as assigned.

Minimum Training and Experience

- High School Diploma or GED, including or supplemented by courses in business practices, customer service, and/or secretarial practices.
- 6-12 months experience in cash handling, problem analytical skills, and/or customer service; alternately,
- An equivalent combination of training and experience, which provides the required knowledge, skills, and abilities.
- Bilingual preferred, not required.

EMERGENCY OPERATION CLASSIFICATION: TIER 2- Employees not at work are responsible for maintaining contact with their supervisor regarding assignments, to stay abreast of the situation by monitoring radio and television for instructions, and by calling the Emergency Operations Center daily.