



Position Title: Customer Solutions Representative
Department: Finance
Supervisor: Finance Director
Supervision Exercised: None
FLSA Status: Non-Exempt
Average Hours Per Week: 40
Position Type: Full-Time, Benefits Eligible
Pay Grade Level: 4
Location: City Hall, 2135 South Ammon Rd.
Last Updated: January 5, 2022

General Purpose

The principal function of an employee in this class is to perform a number of complex administrative tasks that support the function of the Finance Department. Duties include ensuring accuracy and balance of the City’s financial accounts, providing customer service in person and on the telephone, maintaining current knowledge of the content of ordinances and matters affecting the City and department. The individual in this position exercises independent judgment and initiative, under the supervision of the Finance Director. The principal duties of this class are performed in a general office environment.

Supervision Received

- Works under the supervision of and reports directly to the Finance Director.

Supervision Exercised

- The Customer Solutions Representative does not directly supervise any employees.

Essential Duties and Responsibilities (Illustrative Only)

- Screening and routing calls and emails to appropriate staff.
- Asking questions to determine customer needs and relaying accurate information to appropriate staff.
- Inputting data for utilities, cash receipting and animal licenses.
- Reading and understanding customer meter reads and usage. Ability to present water usage reports using Caselle/Sensus Jumpstart/Sensus Analytics/WaterSmart.
- Developing and maintaining positive working relationships with the supervisor, co-workers, subordinates, and the general public.
- Calculating monthly utility bills, exporting to vendor, and ensuring process is accurate and complete; completing month end closeout and backup of utility database and history files; collecting on overdue accounts.
- Processing new business licenses and modifying existing licenses as needed; calculating the billing, printing statements and tracking delinquent businesses.
- Setting up new construction accounts; and final billing/disconnecting utility accounts.



- Reading and understanding customer meter reads and usage. Ability to present water usage reports using Caselle/Sensus Jumpstart/Sensus Analytics.
- Setting up fiber accounts in the Management portal. Setting up fiber billing in customer utilities. Maintaining current property owner's information in Property Improvements module.
- Providing assistance and expertise to other City departments, agencies, and staff.
- Performing all work duties and activities in accordance with city and department policies, procedures and safety practices.
- Answering the telephone and greeting visitors in a courteous and professional manner.
- Screening and routing calls to appropriate staff.
- Asking questions to determine customer needs and relaying accurate information to appropriate staff.
- Filing a variety of information and maintaining an up-to-date, organized filing system.
- Performing tasks on the computer using word processing, spreadsheet and database applications.

Peripheral Duties

- Performing Notary Public duties;
- Performs other related duties as required.

Classification Requirements

Knowledge of:

- City operations, policies, procedures, ordinances, etc. and their applicability to specific situations;
- Records management, official municipal documents, filing systems and archive and retrieval systems;
- Basic bookkeeping and accounting methods;
- English grammar, spelling, punctuation, and composition.

Ability to:

- Comprehend, interpret and apply municipal records management protocols.
- Produce and maintain accurate and legible reports and documents.
- Communicate effectively orally and in writing.
- Establish and maintain effective working relationships with elected officials, state agencies, local governments, contractors, co-workers, and the public under sometimes stressful conditions.
- Apply complex laws, regulations, standards and policies.
- Analyze and appropriately solve problems and resolve conflicts.
- Maintain a professional demeanor at all times;
- Perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines;
- Operate standard office equipment and a personal computer using program applications appropriate to assigned duties;
- Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks;
- Use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions.

Minimum Acceptable Experience and Training



- High school diploma or GED is required, preferably with accounting or bookkeeping coursework or experience; and
- One-year administrative experience in a municipality is preferred; and
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the duties of this job.

Essential Physical Abilities

An employee in this class should have sufficient physical and mental capability, with or without reasonable accommodation to:

- Listen and respond to voice instructions; to communicate effectively on the telephone and in person; to discern verbal instructions;
- View and review a wide variety of written and electronic materials, to operate a computer and related office equipment;
- Handle a variety of records and files;
- Perform essential job functions in an office or field setting that may require lifting/moving 20 lbs., bending, stooping, kneeling, stretching and other physical exertions including performing tasks involving hand/wrist/arm movements.

Tools, Equipment, and Information Technology (IT) Required for the Position

- Desktop computer
- Office phone
- 10-Key adding machine
- Microsoft Office and Adobe software as needed
- Caselle, Laserfiche, Sportsman's, and Mitel access
- Any other software or hardware as may be required from time to time

Work Environment

While performing the duties of this job, the employee works mostly in an office environment. The noise level in the work environment is usually moderately quiet.

Travel Requirements

- The employee must possess and maintain a valid Idaho driver's license and proof of valid insurance.
- Some local travel required.

Disclaimer

Must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others. The above statements are intended to describe the general nature and level of work being assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.



Acknowledgement

I have reviewed and agree this Job Description accurately reflects the current responsibilities of my position. I also acknowledge this Job Description will be placed in my Personnel File.

Employee: _____ Date: _____

Supervisor: _____ Date: _____