



**CUSTOMER SERVICE REPRESENTATIVE I**  
**FLSA: Non-Exempt**  
Grade 19 \$34,495.28- \$55,192.45

**GENERAL DEFINITION**

Performs a variety of customer services, primarily utility-related, including opening and closing utility accounts, accepting and processing payment for utilities and other City fees and services, observing all policies and procedures in handling, controlling and reconciling payments, responding to customer utility account questions, correcting utility account problems as identified, working with the Field Service Technicians and Public Works to ensure that customer utility requirements are met in a timely, accurate and professional manner and overall providing quality customer service at all times.

**ESSENTIAL JOB DUTIES**

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. 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.

- Always provides quality customer service and treats every customer with respect and empathy in every transaction.
- Open and close utility accounts.
- Responds to customer inquiries, problems and complaints, resolving as feasible and submitting requests for account adjustments as appropriate.
- Balances cash drawers, provides information to customers about utility programs and conservation.
- Administer property record search requests, including determining utility account status and coordinating activities of associated functions to ensure timely responses.
- Accept and process payments in accordance with policies and procedures to ensure proper crediting of accounts and the proper handling, control and reconciliation of payments.
- Carry out closing procedures at the end of each business day to ensure that all transactions and resultant deposits are properly reconciled and accounted for.

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- Work effectively with Public Works to ensure that Public Works utility services are provided to customers in a timely and professional manner.
- Work effectively with Field Service Technicians to ensure that field services are provided to customers in a timely and professional manner.
  
- Respond to general questions and redirect person asking question to relevant department as appropriate.
- Accepts applications for alarm systems.
- Conforms with and abides by all regulations, policies, work procedures, and instructions.
- Requires regular attendance to scheduled work shifts.

### **KNOWLEDGE, SKILLS & ABILITIES**

- Working knowledge of customer application procedures, collections processes and consumer billing practices.
- Familiarity with current office technologies, standard office practices, personal computers and related peripheral equipment.
- A strong customer service orientation in work and communication with coworkers, management, external customers, and the general public, including problem resolution skills and effectiveness in dealing with angry or frustrated customers.

### **MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE**

High school diploma or GED Certificate, with 1-year experience in a customer service environment that includes cash handling or basic funds accounting, with general familiarity and experience in operating personal computers and related peripheral equipment; or an equivalent combination of education, training and experience. Ability to type 25 wpm.

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**PREFERRED**

- 3-years experience in a customer service environment that includes cash handling or basic funds accounting, with general familiarity and experience in operating personal computers and related peripheral equipment.
- 1-year utility billing experience.

**PHYSICAL REQUIREMENTS**

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. 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.

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Most tasks require visual abilities. Most tasks require oral communications ability.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the abilities and aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat of significant risk to the health or safety of themselves or other employees. Requirements are representative of minimum level of knowledge, skills and ability.

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I \_\_\_\_\_ have read and acknowledge receipt of the job classification.

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date