

TITLE: Customer Service Clerk I (OPERATOR IN TRAINING) Grade 1

IMMEDIATE SUPERVISOR: Office Manager

JOB SUMMARY: Under general supervision of the Office Manager is responsible for varied customer service/data entry related duties including but not limited to; responsibly, accurately, and efficiently handle payments, checks, and cash, answer telephone, customer assistance, file, process customer requests and complaints, process work orders, handle or refer requests/complaints/problems to correct personnel, cash posting, customer billing, process service delinquent accounts and disconnects/reconnects, and other duties as required.

SPECIFIC JOB DUTIES AND RESPONSIBILITIES:

- 1: The ability to responsibly, accountably, accurately, and efficiently handle a VBMU money drawer, receive money, give proper change, and properly post payments.
- 2: Ability to handle telephone in a quick and polite manner, responsible for responding to customer requests and complaints and completing work orders accurately and efficiently.
- 3: Responsible for accurately and efficiently setting up new accounts, assuring the account is correct and that the customer receives accurate information.
- 4: Ability to effectively communicate and deal with public and coworkers in calm manner under stressful situations, ability to remain calm and polite, but firm when dealing with hostile or irate customers and/or situations.
- 5: Accurately and efficiently handles and distributes daily mail and posts payments to the correct account.
- 6: Maintains files, updates meter files, deposit files, address files, and other files in customer service area.
- 7: Basic ability to locate streets, addresses, and water and sewer lines on maps.
- 8: Assists coworkers and other departments as required, may be required to coordinate notification of street closings and service interruptions due to water/sewer related issues, contact Arkansas One Call to request Utility Location Services, accurately provide Purchase Order #'s, and perform other duties assigned by Office Manager or Director of Utilities.
- 9: Responsible for follow up of actions, ongoing personal development, and department related training, licensing, and certification.
- 10: Represent the Van Buren Municipal Utilities before the public, communicate with the general public, contractors, vendors, and coworkers in polite and efficient manner and maintain a program of public relations as may keep the public informed as to the activities being performed, assist customers with questions, complaints, or problems regarding service interruptions.
- 11: Responsible for operating in accordance with Local, State, Federal Regulations, and Van Buren Municipal Utilities Policies and Procedures.

SPECIAL KNOWLEDGE, SKILLS, ABILITIES OR EDUCATION

- 1: Ability to efficiently use computer and related software, keyboard, 10 key calculator, and general office equipment.
- 2: Basic knowledge and understanding of VBMU Customer Service, Data Processing, Billing, Computer System, and related rules, regulations, procedures, and practices.
- 3: Knowledge and experience in utilizing good grammar and the ability to effectively communicate with the public and VBMU personnel.

- 4: The ability to manage time effectively, function independently, and self-supervise accountably, and limit distractions.
- 5: Basic ability to use various related office equipment, with skills in computer operation and functions using a various range of software, including Incode and Excel.
- 6: The ability to exercise initiative and sound judgment, to react resourcefully under varying conditions, and perform functions under minimal supervision.
- 7: Ability to deal with public and coworkers in calm manner under stressful situations, ability to remain calm and polite, but firm when dealing with hostile or irate customers.
- 8: The ability to remain sitting or standing in a stationary position for the majority of a working day. (Sitting at a Customer Service Station and/or standing and sitting at the Drive through Window Station)
- 9: The ability to position self (moving, reaching, stooping, kneeling, bending, sitting, standing) repeatedly to maintain computer and cash drawer access, and reach to give/retrieve money and documents to and from customer etc.
- 10: The ability to move/transport up to approximately fifty (50) pounds. (Box of paper, computer, etc.)

WORKING CONDITIONS: Working conditions include working with a variety of office equipment including a copy machine, computer terminal, calculator, and telephone. Working with the general public. May be required to work in stressful environments. May be required to travel to and from work in all types of weather conditions. May have to deal with customers that may be upset and difficult to handle. May be required to work extended hours in emergency or inclement weather situations. Will be required to sit/stand/reposition repeatedly for extended hours. May be required to travel and stay overnight out of town for related training.

MINIMUM QUALIFICATIONS:

- 1: High School Graduate or equivalent with supplement of courses in typewriter, word processing, data entry/processing and/or training and experience preferred.
- 2: Must be at least 18 years of age.
- 3: Must hold a valid Arkansas Driver's License.
- 4: The ability to handle money, i.e. payment processing, responsibly, accountably, accurately, and efficiently.
- 5: Training, experience, and ability to use a telephone and communication skills to effectively deal with the general public, coworkers, supervisors, and administration.
- 6: Must have a telephone and be available for emergency call out.
- 7: Must have transportation to and from work.

This Grade 1 position is intended to be an Operator in Training (OIT) position and is typically holds or is working on first level license/certification as listed above which will need to be obtained within the first three years of employment with the goal of meeting the requirements of a Grade 2 position within the first three years of employment. **FAILURE TO MEET THE JOB DESCRIPTION REQUIREMENTS WITHIN THE SPECIFIED TIME MAY RESULT IN TERMINATION OF EMPLOYMENT.**

The above information is intended to describe the general nature of this position and is not to be considered a complete statement of duties, responsibilities and requirements. Job Description subject to modification due to changes in related rules, regulations, and/or general requirements.