

JOB OPENING

CITY OF FARMINGTON

JOB POSITION #: 88- CUSTOMER SERVICE ASSOCIATE

NUMBER OF VACANCIES: 1

DEPARTMENT: Electric Utility/Customer Service

WORK LOCATION: MOC

HIRING RANGE: \$13.3095 -\$14.5727 per hour

PAY CLASS: C-5

DAYS WORKED: Monday-Friday

HOURS WORKED: 8:00 a.m. – 5:00 p.m.

TYPE OF POSITION: Regular, Full -Time

APPLICATIONS WILL BE RECEIVED UNTIL: Tuesday, September 7, 2010

JOB DUTIES

Resumes submitted without a City of Farmington Application will not be considered in our job selection process.

SELECTION/SKILLS TESTS REQUIRED:

Interview and basic skills testing.

ESSENTIAL DUTIES:

Responsible for providing total customer satisfaction. While employee is empowered to accomplish the job as they see fit, they work under the general supervision of the Administrative Coordinator.

Responsible for obtaining and providing information from walk-in and telephone customers as to service and billing needs, inquiries, and problem solving.

Using excellent customer service skills, establishes and maintains effective working relationships with other employees, officials, and all members of the general public.

Responsible for entering customer information into the computer system to generate service orders for utility connects, disconnects and transfers of service, etc. Responsible for filing and general clerical work as needed, such as composing and typing correspondence to customers.

Ability to communicate in an efficient and calm manner with irate or distraught customers. Ability to deal with stress.

Pursues collection of delinquent utility accounts, processes delinquent tags, processes disconnect/re-connect orders, establishes and monitors payment schedules, requests re-reads on disconnected accounts and completes process to final out accounts, customer follow-up/account research when appropriate.

Authorizes field personnel to accept partial payments, or make payment arrangements on accounts.

Receives and records monies from walk-in utility customers, including utility payments, city assistance payments and utility deposits. Determines whether customer may pay by check. Balances daily receipts with computer generated print out, totals cash receipts using calculator, and prepares daily receipts for Accounting.

Processes service charges associated with special trips. Processes inactive collection accounts. Contacts customer, may conduct skip tracing through customer contact names and relatives. If unable to collect or locate, may report accounts to national collection agency.

Responsible for compiling statistics for monthly reports on delinquencies, as required.

Responsible for determining customers who must pay increased deposits and processes increase of deposits.

Responsible for establishing and monitoring monthly delinquency schedule/process, and notification of the Billing Division for processing.

Maintains contact with the Legal Department regarding bankruptcies, special collection efforts, lawsuits, liens, and customer deaths.

Comprehensive knowledge of City utility systems, rules, regulations, city codes, and the delinquent process.

Acts as receptionist performing associated duties as assigned, i.e., greeting walk-in customers, answering incoming telephone calls, processes return mail, orders supplies, etc.

Attendance at work is an essential function of this position.

NON-ESSENTIAL DUTIES:

May be required to act as an interpreter, as necessary.

Refers customers for financial assistance if a need is determined. Counsels customers regarding high bills and instructs in conservation methods. Works with customers for problem resolution, i.e. high bills, payment arrangements/collections, or energy audits.

Suggests strategies for improving customer service.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

SELECTION/SKILLS TESTS REQUIRED:

Interview and basic skills testing.

QUALIFICATIONS

This position is subject to the City's Drug and Alcohol Free Workplace Program. This includes: pre-employment testing, post-accident testing, reasonable suspicion testing, return-to-duty testing, and follow-up testing.

Extensive background checks required.

Must have a high school diploma or equivalent; previous customer service and collection experience preferred, but not required; clerical background sufficient to perform the duties as outlined.

Must successfully pass a criminal background investigation due to frequency of access to cash receipts. Ability to calculate rates, charges/refunds for misreads, tampering adjustments, etc.

Ability to understand and communicate complex rate schedules.

Ability to perform arithmetic computations accurately and quickly; ability to communicate effectively verbally and in writing; ability to establish successful working relationships; ability to work under pressure and/or frequent interruptions.

Ability to establish and maintain cooperative working relationships with co-workers, supervisors, other City personnel and the public.

This position has the responsibility to participate in and comply with the City's Environmental, Health, and Safety program.

Ability to operate tools and equipment listed.

TOOLS AND EQUIPMENT USED:

Cash register, typewriter, calculator, telephone, personal computer including Word, Excel, Lotus Notes, and utility billing software packages, two-way radio, copy machine and fax machine.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hand to finger, handles, or operate objects, tools, or

controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is quiet to moderate.

WE ARE AN EQUAL OPPORTUNITY EMPLOYER, M/F.