EMPLOYMENT OPPORTUNITY

Customer Service Representative
Finance Department
Salary: $2,479 - $3,172
Filing Deadline: 5:00 pm, Friday, August 15, 2014

The City of El Centro is seeking to fill a regular full time position of Customer Service Representative in the Finance division. Applicants should possess the required qualifications as outlined below. Interested applicants should submit a completed job application to the Human Resources Department located at 1275 Main St., El Centro by the closing date listed above.

POSITION SUMMARY:
Under general supervision, bills, receives, and posts utility payments, transient occupancy tax accounts, and other City revenues; responds to customer and general public inquiries and complaints; performs related responsibilities as required.

REPORTING RELATIONSHIPS:
Receives supervision from the Customer Service Supervisor.

EXAMPLES OF RESPONSIBILITIES:
1. Receives, posts, and balances cash receipts for utility billing and various user fees such as library charges, vehicle impound expenses, special permit fees, police and fire services, animal control services, and records duplication.

2. Balances daily bank deposits.

3. Bills monthly utility services.

4. Responds to inquiries and complaints regarding utility service; reviews meter readings; makes adjustments as required.

5. Processes orders for utility service; prepares work order for utility field representatives.

6. Maintains meter records.

7. Tracks delinquent and non-sufficient fund related accounts, sends delinquency and shut-off notices, and arranges for water shut-off.

8. Reviews eligibility of residents to receive utility users tax low income exemption.

9. Reviews and applies credits and charges to accounts.

10. Receives, posts, and balances transient occupancy tax payments.

11. Receives and distributes mail and phone calls for the Finance Department.

12. Issues purchase order numbers to City personnel.

The preceding activities have been provided as examples of the types of work performed by positions assigned to this job classification. The City reserves the right to add, modify, change, or rescind work assignments as needed.
QUALIFICATIONS GUIDELINES

Education/Experience/Training:

REQUIRED: Equivalent to high school graduation. One (1) year of experience in a clerical accounting or bookkeeping position involving public contact and customer service/relations.

DESIRABLE: Some course work or training in accounting principles; ability to speak Spanish is desirable.

Knowledge of:

Accounting methods and procedures; public relations techniques; general office procedures; basic math.

Skills:

Operate ten-key calculator quickly and accurately, and standard office equipment such as a typewriter, computer terminal, and cash register.

Ability to:

Complete accounting records on schedule; communicate tactfully and effectively with the general public; understand and follow oral or written instructions; file alphabetically and numerically.

If you have a disability that requires assistance at any point in the recruitment process (for example, filling out applications, testing, interviewing), please notify the Human Resources Department. The City of El Centro performs job-related medical/physical evaluations and pre-employment/promotional drug screening. EEO/ADA.