



## Customer Service Specialist

### Customer Service

UT-CS/2

*The City of Sheridan's core values are what define us both as individuals and as a collective group of people. We've selected these five values to emphasize the leadership role that every employee has in working as part of a team of teams, whether those teams are in another department within the City or at the County, State, or National level. These values are paramount to meeting the mission of the City. The values are Make a Difference, Take Initiative, Build Trust, Show Optimism, and Promote Teamwork.*

### JOB SUMMARY

This position is responsible for performing technical, clerical and financial accounting duties in support of the City's Customer Service operations.

### MAJOR DUTIES

- FIRST POINT OF CONTACT FOR CITIZENS

- receives phone calls, greets visitors, offers assistance, offers resolution to inquiries

- UTILITY BILLING

- utilizes AMI software to obtain water meter readings and track water use
- utilizes ERP software to calculate charges, adjustments and prorations for City services
- creates and processes service transfers within the City and SAWS service area
- schedules appointments between customers and Utility Maintenance for on-site service calls such as meter installations, curb stop manipulations, and radio read connections
- maintains accurate database of meter locations, readings, billing, and customer accounts
- documents customer contacts and changes to service locations

- ACCOUNTS RECEIVABLE / CASHIER

- processes payments for monthly and periodic miscellaneous city utility services
- receives all monies due the City for utilities services, court fines, cemetery services, public records requests, municipal elections activities, revenue checks from the State of Wyoming, and other sources of miscellaneous income
- prepares daily accounts receivable reports
- prepare daily bank deposits

- COLLECTIONS

- audits utility accounts for past due balances and generating both verbal and written notifications to customers of said accounts
- audits closed accounts for past due payments and credit refunds
- forwards unpaid accounts to collections

- **PASSPORT ACCEPTANCE**

- obtains certification as an Acceptance Agent for passport application processing with the US Department of State
- completes test, interviews and inspections for annual renewal of agent certification
- complies with all required standards, processes and practices in performance of related tasks to ensure the City of Sheridan remains eligible as a passport acceptance facility

- **PARK, MOBILE VENDING & LIQUOR PERMITS**

- maintains and updates City Park Use Permit reservations, alcohol permits, special event permits and mobile vending permits
- coordinates with the Police, Fire, Public Works and Utility Departments as appropriate for special use and alcohol permits

## **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of the principles, practices, laws, and regulations related to municipal accounts receivable activities and Generally Accepted Accounting Principles.
- Knowledge of department and city policies and procedures
- Skill in customer service principles and practices.
- Skill in modern office practices, procedures.
- Skill in the operation of computers, job-related software, and other standard office equipment.
- Knowledge of the function of water meters and associated equipment.
- Skill in planning, organization, and decision making.
- Skill in the operation of a cash register and IVR and online payment processes.
- Skill in the preparation of complex financial reports.
- Skill in oral and written communication.

## **SUPERVISORY CONTROLS**

The Customer Service Supervisor assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

## **GUIDELINES**

Guidelines include the City of Sheridan Employee Handbook, the Sheridan City Code, the Sheridan Area Water Supply Joint Powers Board Rules and Regulations, the Downer District Agreement, VAMC agreements, various City Resolutions, Department and Division Policies, Generally Accepted Accounting Principles, and supervisory instructions. These guidelines are generally clear and specific, but may require some interpretation in application.

## COMPLEXITY/SCOPE OF WORK

- The work consists of related clerical, billing, technical, and customer service duties. Frequent interruptions, the required detail and accuracy, as well as the number of accounts to be managed using a wide variety of rules and regulations contributes to the complexity of the position.
- The purpose of this position is to provide service to the public, coworkers, and other agencies through the provision of an expansive array of our customer's needs through exceptional customer service practices, performing clerical duties, account management functions, and technical accounting duties in support of Customer Service operations. Successful performance helps ensure accurate and timely production of utility bills, precise collection of payments and fees, accurate posting of accounts as well as efficient and professional responses to customer inquiries, concerns and requests.

## CONTACTS

- Contacts are typically with co-workers, customers, vendors, and the general public.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

## PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping or walking. The employee occasionally lifts light objects and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office.

## SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

## MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills associated with a high school education or equivalent.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with having had a similar position for one to two years.

**The City of Sheridan is an at-will employer. This means that either party – the employee or the employer – may end employment at any time, with or without cause, with or without notice. All the terms, conditions and benefits of employment with the City are subject to change at any time, with or without notice, at the discretion of the City.**