



City of Gulfport Job Description

Customer Service Representative (CSR)

Department: Utility Billing
EEO Class: Office and Clerical
Date Written: 6 1 2011

FLSA Status: Non-exempt
Date Approved:

Position Overview

Respond to citizen's general inquiries, questions, and customer complaints by attempting to resolve the problem according to guidelines established by the department. Project a company image through telephone interaction.

Essential Job Functions

Essential duties and functions, pursuant to the American with Disabilities Act, may include the following. Other related duties may be assigned.

- Answers phones and responds to customer requests.
- Identifies, researches, and resolves customer issues using the computer system.
- Follows-up on customer inquires not immediately resolved.
- Completes call logs and reports.
- Researches specific issues pertaining to citizen calls.
- Documents and alerts the supervisor of trends in customer calls.
- Recommends process improvements.
- Knowledge/ability to learn operating multi-line telephone system operations.
- Exceptional customer interaction skills that involves receiving and responding to difficult concerns and/or customers.
- Exceptional communication and problem solving skills.
- Computer literate with the ability to learn the various software applications.
- Must demonstrate a typing skill of 30 wpm.
- Exceptional organizational and follow-through skills. This is normally acquired through one to three years of experience.
- Indexing of water "consumer" contracts.
- Generate service verifications, taps, work orders, reconnects and disconnects.
- Report issues to Supervisor regarding system problems and escalated customer issues.
- Accepting, processing, and balancing drawer to billing / payment processing system daily.
- Assisting billing with checking closed accounts for meter tampering, usage, etc.

Knowledge, Skills and Abilities

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Ability to interact positively with the public via telephone.

- Ability to perform work accurately and thoroughly.
- Ability to use analytical thinking and reasoning to solve a problem.
- Assertiveness - Ability to act in a self-confident manner to facilitate completion of a work assignment or to defend a position or idea.
- Ability to communicate effectively, clearly and concisely.
- Knowledge of company policy and procedures.
- Ability to pay attention to project details.
- Ability to following a systematic method of performing a task.
- Ability to proactively problem solve.
- Ability to use appropriate interpersonal styles and communication methods to gain acceptance of a product, service, or idea.
- Ability to multi-task in a high pressure environment.

Education and Experience

High school diploma. One year general clerical or secretarial experience; One to three years of customer service experience or an equivalent combination of education, training and experience. Work is performed primarily in a climate controlled office environment.

Required Licenses or Certificates

None

Physical Demands and Working Conditions

Physical requirements include occasional lifting/carrying of 10+ pounds; visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment. Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are indoors.