

Customer Service Representative

Willmar Municipal Utilities

Position Title: Customer Service Representative

Department: Customer Service

Reports to: Lead Customer Service Representative

Purpose:

Performs customer service and clerical work to provide counter and phone service to Utility customers, other agencies, and the general public. Collects payments, provides customers account information, and responds to problems.

Organizational Relationships:

Internal Communications: All departments and staff as needed/required

External Communications: Utility customers in person and on phone, Family Services, Heartland, Salvation Army, Lutheran Social Services, local churches, landlords, HRA, banks, etc.

Supervises: None – team player

Essential Duties and Responsibilities:

- All aspects of Customer Service
 - Promotes WMU programs & services and is the first point of contact for customers
 - Counter and phone assistance for customer payments, service requests, general billing questions and concerns
 - Work with agencies providing assistance to customers
 - Negotiate and set up payment arrangements on delinquent accounts
 - Set up customer budget plans
 - Accurate handling of cash and daily balancing
 - Update and maintain customer files as needed
 - Municipal Online Payments website assistance
 - Process daily mail and night depository collection
 - Problem solving
- All processes relative to customer utility accounts
 - Service orders
 - Payments – cash, check, EFT, ACH, etc.
 - Budget Plan calculation
 - Penalties and Disconnect Notices and Verification
 - Collections
 - Balance Transfers
 - Customer deposits and credit refunds
 - Billing process

Other Duties and Responsibilities:

- Performs other related duties as assigned by Supervisor.

Required Knowledge, Skills & Abilities:

- Strong communication skills (verbal and written)
- Self-motivated, organized
- Billing and customer care service
- Modern office procedures, methods and software
- Cash handling and balancing to account for utility payments
- Office equipment operation, such as telephone system, computer, calculator, copy machine, etc.
- Organize and prioritize work load
- Troubleshooting and handling of stressful situations

Minimum Qualifications:

- High school degree or equivalent
- Proficient in Microsoft Office Suite
- Course work in accounting, bookkeeping, typing, and office procedures or 3 years customer care experience
- Class D driver's license

Working Conditions:

Works in typical office setting standing or sitting for extended periods of time while working at computer or customer care counter. Use fine motor skills and performs a variety of repetitive and physical movements to carry out office tasks, keyboard/type, and handle department files and records. Uses near vision, hearing, and sense of touch. Travels out of office to pick up mail and perform banking tasks.

EMPLOYEE ACKNOWLEDGMENT

Employee

Date